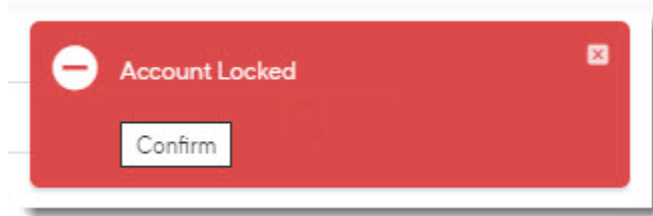


# Unlock a Website User's Account

A user's account can become locked if they have a certain number of failed login attempts (determined by site settings), or if they have completed B2B registration on the web but not yet been approved by an administrator.

In either case, you can easily unlock their account in the CMS.



## BPD Sites

1. In the CMS, navigate to **Users Website Users**.
2. Search for the user you wish to unlock.
3. From here, you can click '**Approve User**' to instantly unlock the account.



4. Alternatively, if you'd like to check the user's other details, click '**Edit**'.
5. You'll see a setting labelled '**Disable User Account**' - toggle it off.



6. Click **Save & Exit**.




Need to reset a password or create a new user? See our guide on [Website User Maintenance in CMS](#) for more information.

## Classic sites

1. As an Administrator, navigate to **Accounts User Maintenance (/zUsers.aspx)**.
2. Search for the required user account.
3. Click '**Modify**' to edit the user details.

4. Edit the **'Deactivate User Account'** flag so that it is not ticked.

 Modify : Delete : Roles : MultipleAccounts : ChangeEmailAddress : Change Default Customer : [Cancel](#) : [OK](#)

15 records. (2 pages) 1 [ 2 ]

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**System Administration User Details**

User Email Address :

First Name :

Surname :

**Deactivate User Account :** ☐  

Contact Phone Number :  

Password :

Confirm Password :

Order Limit :

Initial Role After Login :  ▼

Associated Supplier Code :  ▼

Customer Code :

Account Administrator : ☐

Display Availability in Order Entry Screen : ☐

Orders Approved By :

Notification Email Address :

User Organisation Name :

5. Click **'OK'** to save changes.



You can also reset the user's password on this details screen if the user has forgotten their password.



A user's account will also become invalid if the debtor code to which they are attached is deleted or changed in PRONTO, and the corresponding web conversion has not taken place (refer to [Converting a debtor code on the website](#) for details).

In this case, the user's default debtor code needs to be updated. See [Set Default Customer Account for Users](#) for instructions.

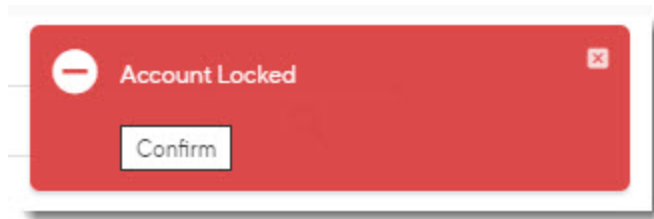
## Related help

### Related Articles

- [User Impersonation](#)
- [Create CMS Users](#)
- [MS Active Directory Setup Guide](#)
- [Microsoft Azure AD SSO](#)
- [Users & Roles](#)

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4. Alternatively, if you'd like to check the user's other details, click '**Edit**'.
5. You'll see a setting labelled '**Disable User Account**' - toggle it off.

A form titled 'User Details' with a subtitle 'Edit user information including name, contact information, etc.'. It contains several input fields: 'Email Address (or Login Id)', 'Notify Email Address', and 'Default Customer Account'. There is a toggle switch for 'Disable User Account' which is currently turned on. Below the toggle, it says 'Account Administrator'. A small note at the bottom left states: 'If the User ID you have entered is not a valid email address then you need to fill in this field with a valid email address'.

6. Click **Save & Exit**.




Need to reset a password or create a new user? See our guide on [Website User Maintenance in CMS](#) for more information.

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15 records. (2 pages) 1 [ 2 ]

---


**System Administration User Details**

User Email Address :

First Name :

Surname :

**Deactivate User Account :** ☐ (highlighted with a red circle)

Contact Phone Number :  

Password :

Confirm Password :

Order Limit :

Initial Role After Login :  ▼

Associated Supplier Code :  ▼

Customer Code :

Account Administrator : ☐

Display Availability in Order Entry Screen : ☐

Orders Approved By :

Notification Email Address :

User Organisation Name :

5. Click **'OK'** to save changes.



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