

INTERNAL: Unlocking a Provider Account

07/24/2024 6:00 pm EDT

If a provider has attempted too many times to log in to their account, they will be locked out.

In the event you need to unlock the account for them:

- Navigate to the CRM page for the provider
- Check the **Unlock without resetting password?** box
- Click **Unlock Account**

Last Login

Jan. 16, 2020, 12:45 p.m.

Unlock without resetting password?

Unlock account

▶ Practice Group: Avengers Health Initiative

▼ Staff Members:

Name	Username	Email	Cell Phone	Active	Last Login	2-Factor Security
Phil Coulson	philcoulson	john.mcnabb+philcoulson@drchrono.com	443-477-0099	✓ Active	Jan. 16, 2020, 12:45 p.m. <input type="checkbox"/> Unlock without resetting password? Unlock account	Inactive Setup 2-Factor
test tester	testpassword	john.mcnabb+testtester2@drchrono.com		✗ Disabled	None	Inactive Setup 2-Factor
john test	testtester3	john.mcnabb+stafftester@drchrono.com		✗ Disabled	None	Inactive Setup 2-Factor
billy testman	billytestertesttest	billy.testmantesterson@gmail.com		✗ Disabled	None	Inactive Setup 2-Factor

