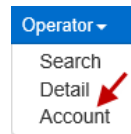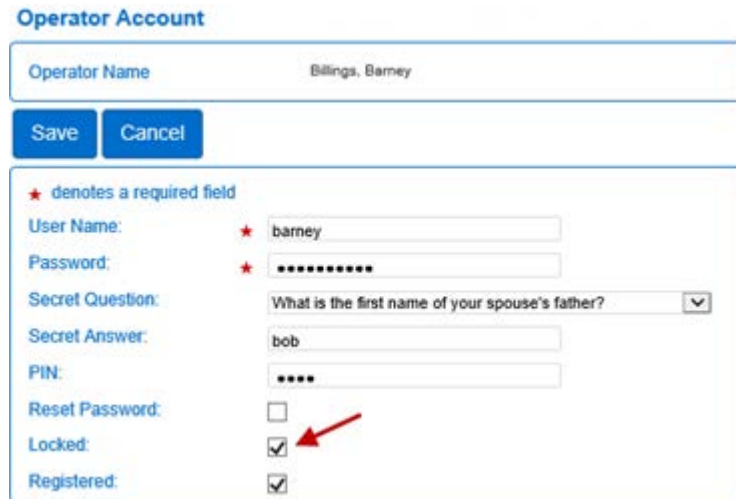# KinderConnect – Unlock an Operator Account

Occasionally, an **Operator** might make a mistake during the authenticating process while logging into KinderConnect and lock his/her account. In that case, the **Operator** should contact the Program System Owner or the TAP Support Center. Only users with the required permissions can unlock an **Operator**. To unlock an **Operator**:

A Locate the **Operator** by clicking **Search** under Operator. For additional details, refer to the *Operator Search* QRC.

B Click **Account** under Operator.

C You will notice a checkmark indicating the **Operator** account is *Locked*.

D Click on the checkbox to remove the *Locked* selection.

E Press **Save**. The **Operator** can now attempt to login again.

KinderConnect – Self Unlock Account

An **Operator** can unlock his/her own account directly from the Login page when the system locks access due to reaching the maximum incorrect login attempts. If the email address is on record:

A After an unsuccessful login attempt to KinderConnect, a message displays indicating that the operators account is locked. Press **Unlock Account**.

B When KinderConnect prompts the **Operator** for the answer to his/her secret question, type in the answer and press **Validate Secret Question**. If you do not know the answer to your secret question, please contact TAP Support for further assistance.

C Upon successful validation of the **Secret Question,** the system issues a message informing you that an email has been sent to the email address on record for the account. Open the email and click on the link provided.

D The **Reset Password** page displays. Enter your new password as instructed, then re-enter the new password to verify.

E Select the **Secret Question** and enter the corresponding **Secret Answer**.

F Press **Reset Password**. The **Operator** can now attempt to Login again.

Note: All passwords will automatically expire every 90 days and will require to be reset.

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