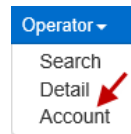


## KinderConnect – Unlock an Operator Account

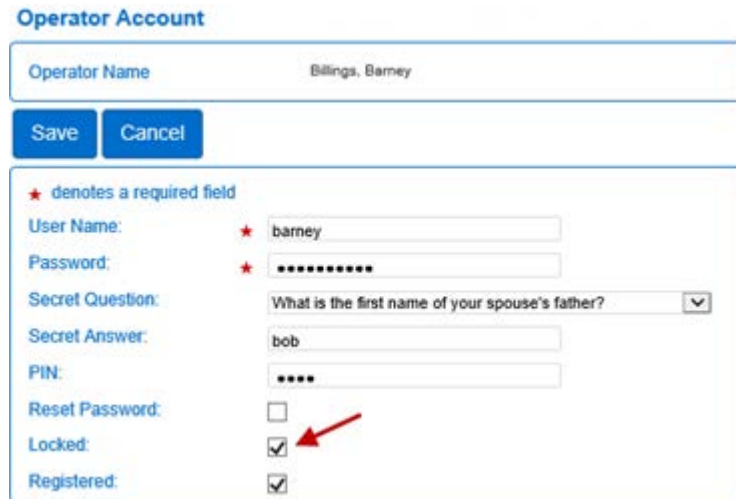
Occasionally, an **Operator** might make a mistake during the authenticating process while logging into KinderConnect and lock his/her account. In that case, the **Operator** should contact the Program System Owner or the TAP Support Center. Only users with the required permissions can unlock an **Operator**.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

A screenshot of the "Operator Account" form. At the top, there is a text box for "Operator Name" containing "Billings, Barney". Below this are "Save" and "Cancel" buttons. The main form area contains several fields: "User Name" (barney), "Password" (masked with dots), "Secret Question" (What is the first name of your spouse's father?), "Secret Answer" (bob), "PIN" (masked with dots), "Reset Password" (checkbox), "Locked" (checkbox with a checkmark), and "Registered" (checkbox with a checkmark). A red arrow points to the "Locked" checkbox.

**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.