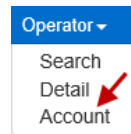


## KinderConnect – Unlock an Operator Account

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**:

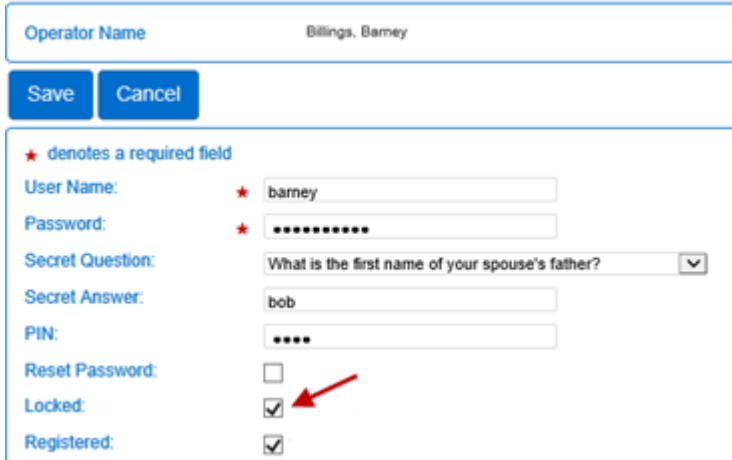
- A** Locate the **Operator** by clicking **Search** under Operator. For additional details, refer to the **Operator Search** QRC.

- B** Click **Account** under Operator.



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

### Operator Account



- 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.