

How to Unlock Lytec User Accounts

When a user tries to login more than 5 times with an incorrect password the system will lock out their account. The account remains locked until an Administrator unlocks the account. The steps below will walk you through unlocking a user account in Lytec, depending on the version you are using the directions may differ. Please follow the directions specific to your version. If you have any questions please email support@hmconsult.com.

Lytec 2006-2009

- 1) Login as the System account or other administrator account in Lytec
- 2) Click on Settings
- 3) Select User Security Profiles
- 4) Click once on the user that is affected
- 5) Click on Edit
- 6) Uncheck "Account is Disabled" box
 - a. If the user doesn't know their password type in a new password in the Password box
 - b. In the Confirm Password Box type in the same password again
- 7) Click Save
- 8) Close the User Security Profiles screen and have the affected user try to login

Lytec 2010

- 1) Log into Lytec as the System user or other administrator account
- 2) Click on Admin
- 3) Click on User Security Profiles
- 4) Click once on the user that is affected
- 5) Click on Edit
- 6) Uncheck "Account is Disabled" box
 - a. If the user doesn't know their password type in a new password in the Password box
 - b. In the Confirm Password Box type in the same password again
- 7) Click Save
- 8) Close the User Security Profiles screen and have the affected user try to log in