

Unblocking Account Codes

If a subscriber has entered an incorrect account code too many times they will become blocked. To unblock a subscriber please follow these instructions:

- Login into the [CommPortal](#) as the Administrator
- Click on **Users** from the menu on the left.
- On the user that has been blocked click on **Actions** then **View individual settings**

Users in Department:

Move selected to:

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	01132991000	1000	Anna Smith	Support
<input type="checkbox"/>	01132991001	1001	Santosh Patel	Accounts
<input type="checkbox"/>	01132991002	1002	Henry Jackson Demo Business Group Admin None	

Search for...

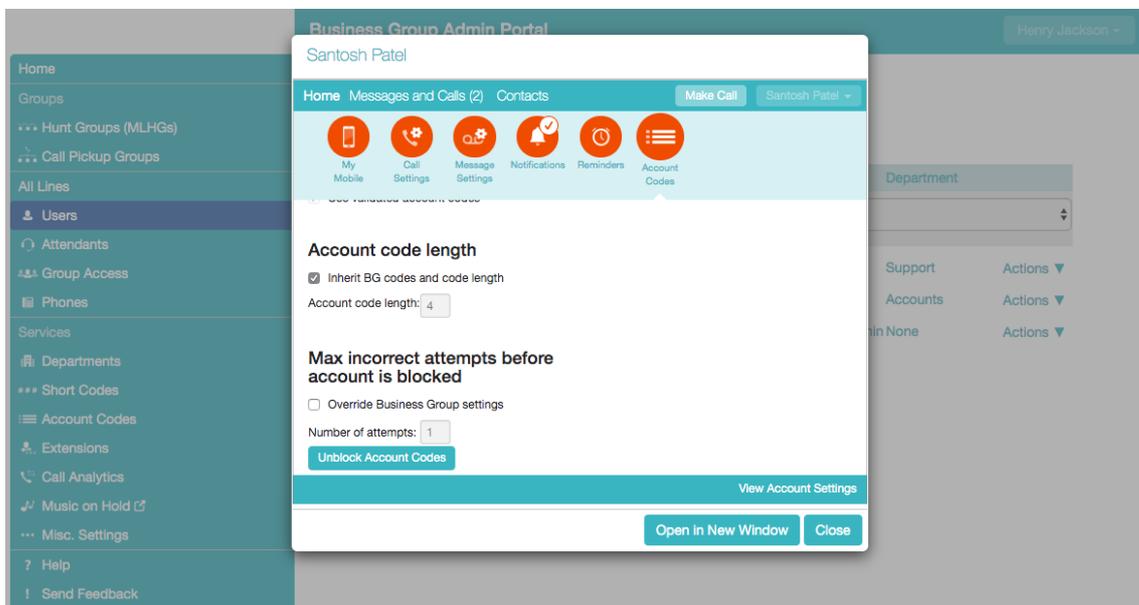
in any field

- View individual settings
- Edit personal details
- Add services
- Reset line
- Unlock account

- This will open a new window where you can view the settings for that subscriber.

The screenshot shows the Business Group Admin Portal interface. A modal window is open for user 'Anna Smith'. The window has tabs for 'Home', 'Messages', and 'Contacts'. Under 'Phone Status', it shows 'Available for Calls' and 'Incoming calls will: Ring your Account Phone'. There is an 'Open Call Manager' button. Below this is a 'Your Services' section with icons for Groups, Call Settings, Message Settings, Notifications, Reminders, and Account Codes. A 'View Account Settings' link is at the bottom of this section. At the very bottom of the modal are 'Open in New Window' and 'Close' buttons. The background shows the main portal navigation menu on the left and a list of users on the right.

- Click on **Account Codes**. You can also click on Open in New Window this will open a full sized window that may be easier to work with.



- Scroll down and click on **Unblock Account Codes**. The pop window will refresh, then click on **Close** the subscriber is now unblocked.
- Please request the subscriber to retest his line.

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