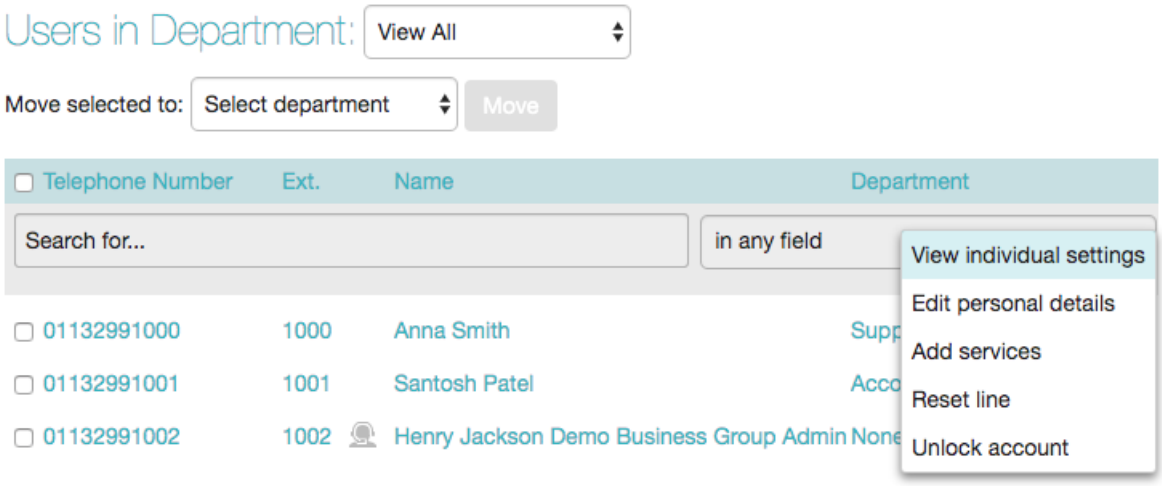
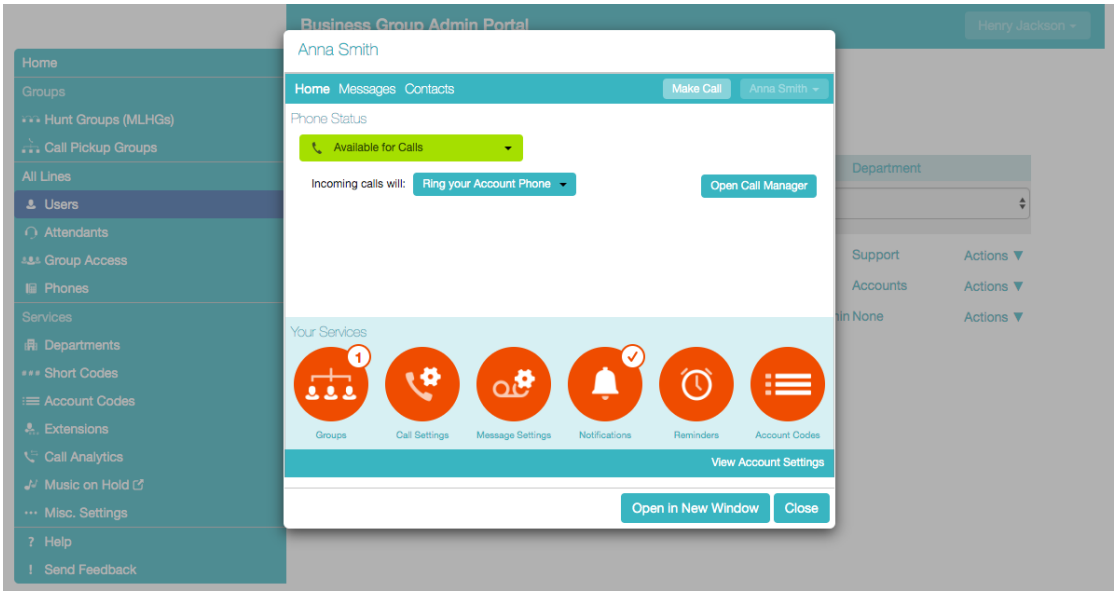
Unblocking Account Codes

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

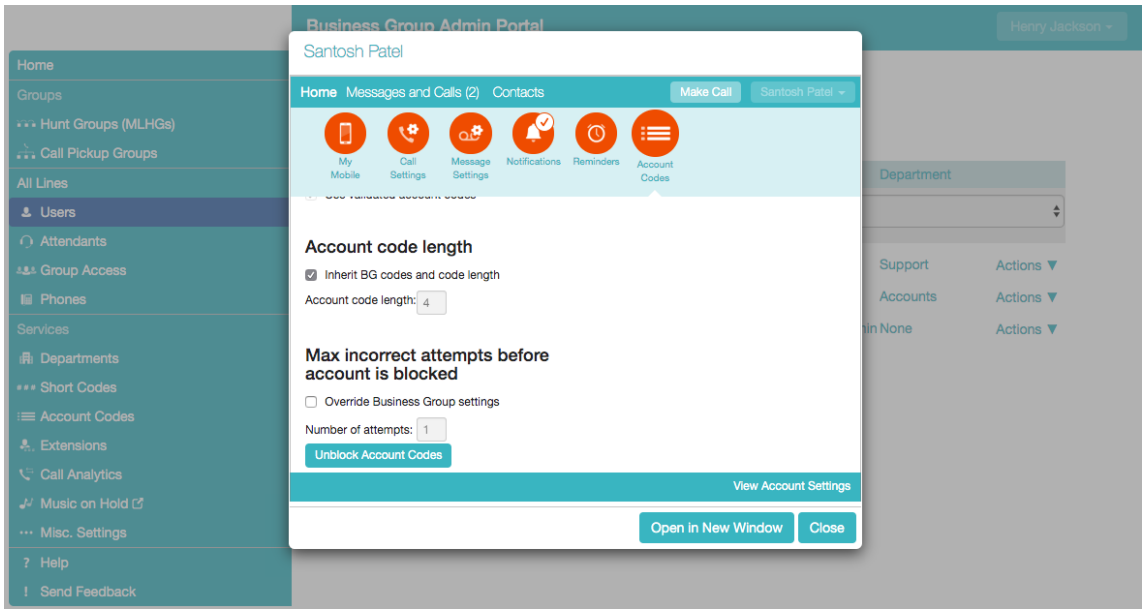
- Login into the CommPortal as the Administrator
- Click on **Users** from the menu on the left.
- On the user that has been blocked click on **Actions** then **View individual settings**



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



- 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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