Chapter 4

Unlock Account

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Chapter Contents

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Un-Suspending an Account Using the Developer Self Service Portal

Any Developer can un-suspend another developers account by following the steps below.
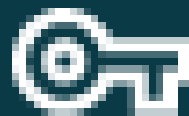
1. Log into the the Developer Self Service Portal and on the left hand side click on **"Members"**

Projects

Members

Certificate

2. This will take you to members page below showing both Active and Suspended Members

3. Choose the member you want to un-suspend by clicking on the three dots on the right choosing **"Activate Member"**

4. This will bring up a success window wher you will then click on **"Done"**

5. The previously susupended user will now show up under the **"Active Members"** list and can now log into the Developer Self Service Portal.

Unlocking a Developers Account (Netsecure)
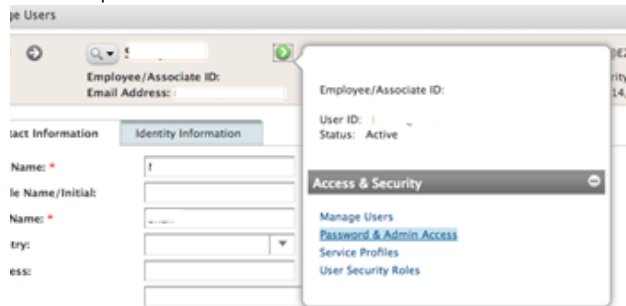
A partner administrator can unlock developers' account or reset their passwords.

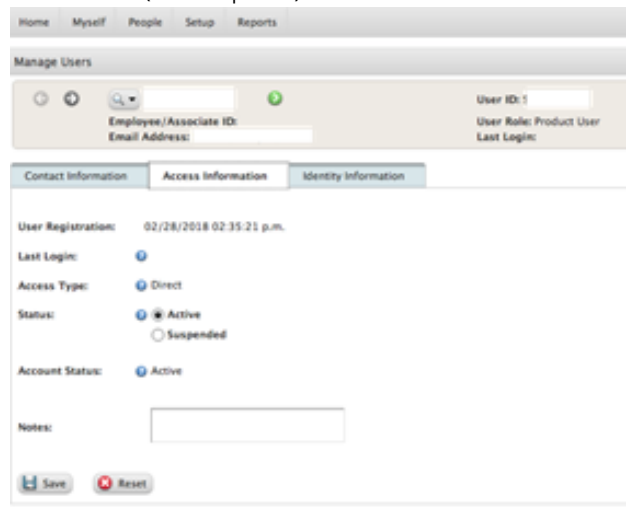Go to ADP's identity management system to manage developer accounts.

1. Log in as an administrator, then select People -> Manage Users.

2. Select the user and reset their password if requested.

3. OR select the user and update the status to Active (if it's suspended).

4. Then hit **"Save"**.