



Chapter 4

Unlock Account

from How To Manage Developers In The ADP
Marketplace Guide

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Chapter Contents

Chapter 4

Unlock Account

Un-Suspending an Account Using the Developer Self Service Portal

Unlocking a Developers Account (Netsecure)

Chapter 4

Unlock Account

Un-Suspending an Account Using the Developer Self Service Portal

Any Developer can un-suspend another developers account by following the steps below.

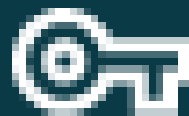
1. Log into the the [Developer Self Service Portal](#) and on the left hand side click on **"Members"**



Projects



Members



Certificate

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

| Active members | | |
|---|--------------------|-------------|
| NAME | USER NAME | |
| ME Michael Esposito | MEsposito@partnerz | VIEW DETAIL |
| PP paul puglisi (myself) | ppuglisi@partnerz | VIEW DETAIL |
| | | |
| Suspended members | | |
| The member(s) in this list are suspended manually or by the system due to no login activity. Please view the detail of the member for the suspended reason. | | |
| NAME | USER NAME | |
| SS Steve Smith | SSmith@partnerz | VIEW DETAIL |
| PP Partner Project | PProject@partnerz | VIEW DETAIL |

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

| Suspended members | | |
|---|-------------------|-------------|
| The member(s) in this list are suspended manually or by the system due to no login activity. Please view the detail of the member for the suspended reason. | | |
| NAME | USER NAME | |
| SS Steve Smith | SSmith@partnerz | VIEW DETAIL |
| PP Partner Project | PProject@partnerz | VIEW DETAIL |
| | | |
| Activate member | | |

- This will bring up a success window where you will then click on **"Done"**

Activate member

✓

Success

The member **Partner Project** has been activated.

MEMBER NAME

Partner Project

USER NAME

PProject@partnerz

EMAIL ADDRESS

paul.puglisi@adp.com

CONTACT PHONE NUMBER

+1 212 555 5555

DONE

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

| Active members | | |
|--------------------------|--------------------|-------------|
| NAME | USER NAME | |
| ME Michael Esposito | MEsposito@partnerz | VIEW DETAIL |
| PP paul puglisi (myself) | ppuglisi@partnerz | VIEW DETAIL |
| PP Partner Project | PProject@partnerz | VIEW DETAIL |

Unlocking a Developers Account (Netsecure)

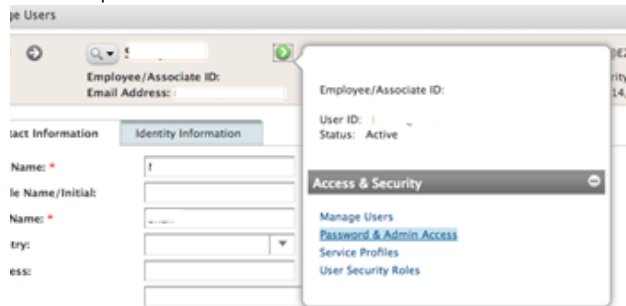
A partner administrator can unlock developers' account or reset their passwords.

Go to [ADP's identity management system](#) to manage developer accounts.

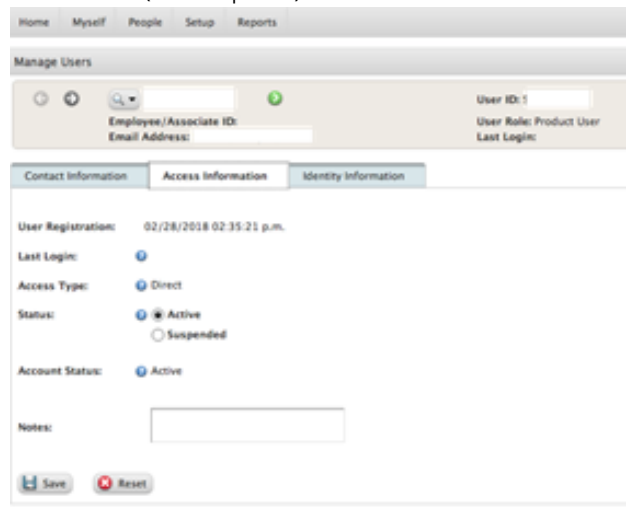
1. Log in as an administrator, then select People -> Manage Users.



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"**.