

WebCenter Admin - Unlocking an Employee Account

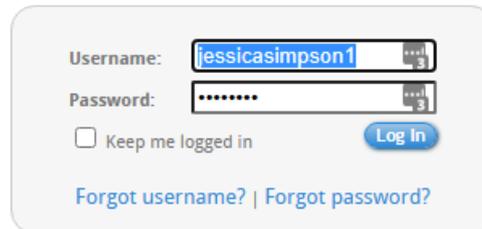
Last Modified on 09/02/2021 5:52 pm CDT

Overview

An employee account becomes locked in WebCenter when the employee has 5 or more incorrect login attempts.

The first 4 incorrect login attempts will result in the following message to the employee:

Login was unsuccessful.
The user name or password provided is incorrect.



Username:

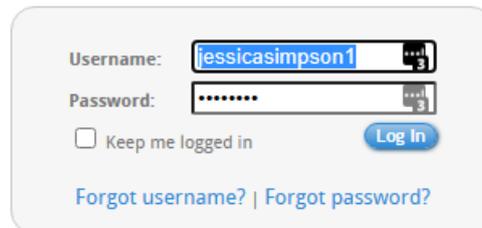
Password:

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Once the employee has been locked out of their account, they will see the following message upon attempting to login:

Login was unsuccessful.
This user name is currently locked out. Please use the 'forgot password' link below to unlock your account or contact the staffing agency.



Username:

Password:

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Unlocking an Employee Account

Once the employee has been locked out, they have two options:

1. Select the 'Forgot password?' option to have the ability to reset the password themselves.
2. Contact the staffing agency representative to unlock their account manually within WebCenter.

Forgot Password Option

Once the employee selects the "Forgot password?" option, they will be presented with the following window:

Please fill out these fields. If they match our records, we will send you email with a link to a page where you can reset your password.

Username:

----- Or -----

Email:

First Name:

Last Name:

[Send Reset Link](#) [Cancel](#)

The employee will need to enter the following information:

- Username
 - In Enterprise, this can be found by navigating to the employee file, selecting the Action's Menu, and selecting "Manage Web User Account":

manage web account
A web account connects your employee to all the online services that TempWorks offers.

Username

Password

Status

Last Login Hasn't logged in yet

Linked Products

- WebCenter
- Product Instance
- Role

- In Beyond, this can be found by navigating to the employee file, selecting the "Web User" charm, and selecting "View Account Details":

EMPLOYEE Jessica Simpson (4295082095) Web User

Jessica Simpson (4295082095)
SSN: 234-23-4232 Saint Paul, MN 55106

VISIFILE DETAILS DOCUMENTS MESSAGES JOB MATCHING ASSIGNMENTS STORY REFERENCES PAY SETUP ONBOARDING PAY HISTORY CUSTOM DA

Web User Details

Username	jessicasimpson1	Role
Last Login	Thu September 2nd, 2021 at 5:35 PM	
	CHANGE USERNAME >	
	CHANGE ROLE >	
	MANAGE PASSWORD >	

Web User
A web account connects your employee to all the online services that TempWorks offers.

- View Account Details**
- Change Username
- Change Role
- Manage Password

Active

Or

- Email Address
- First Name

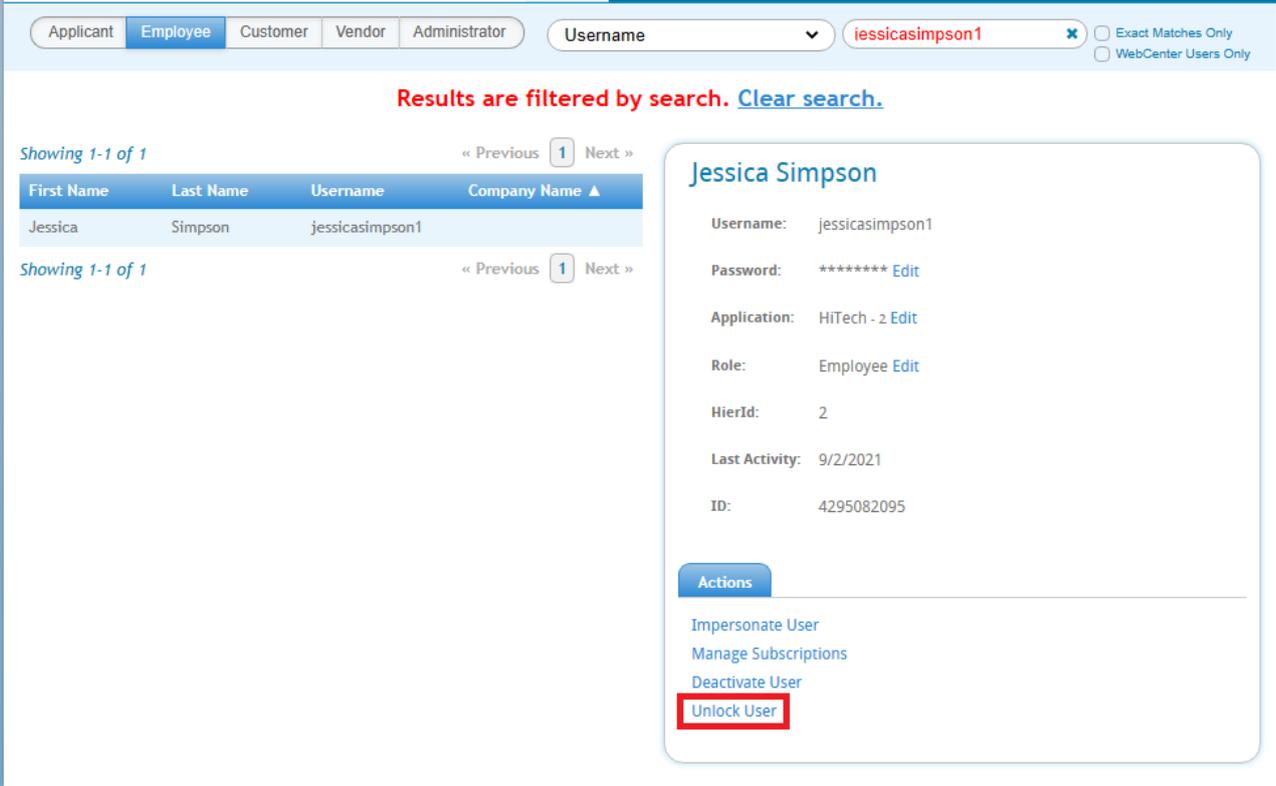
- Last Name

Once the employee has entered the required information, they will need to select "Send Reset Link" to get an email where they are able to reset their password.

Manually Unlock Within WebCenter

The Service Rep also has the ability to unlock the employee account within the WebCenter home page.

Navigate to the employee record within WebCenter and select the "Unlock User" option at the bottom right:



The screenshot displays the WebCenter user management interface. At the top, there are tabs for 'Applicant', 'Employee', 'Customer', 'Vendor', and 'Administrator'. A search bar is set to 'Username' with the value 'jessicasimpson1'. Below the search bar, a message states 'Results are filtered by search. Clear search.' A table shows one result for 'Jessica Simpson' with the username 'jessicasimpson1'. To the right, a detailed view for 'Jessica Simpson' is shown, including fields for Username, Password, Application, Role, HierId, Last Activity, and ID. An 'Actions' menu is located at the bottom right of the user details, with the 'Unlock User' option highlighted by a red box.

First Name	Last Name	Username	Company Name ▲
Jessica	Simpson	jessicasimpson1	

Jessica Simpson

Username: jessicasimpson1
Password: ***** [Edit](#)
Application: HiTech - 2 [Edit](#)
Role: Employee [Edit](#)
HierId: 2
Last Activity: 9/2/2021
ID: 4295082095

Actions

- [Impersonate User](#)
- [Manage Subscriptions](#)
- [Deactivate User](#)
- [Unlock User](#)

The employee will now be able to attempt to login using their credentials.

Related Articles