Unlocking Users Using the Authenticator App

User Guide

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ng a User2





Step to reproduce to unlock a user

1. Click 'Use Authenticator App'.

ersion 10	Your account has been locked out. Please choose an option to unlock:
Pa	Get a Manager or Call Help Desk
	Use Authenticator App
	X Cancel

2. Open the Authenticator App on your cell phone.



3. Enter the 6-digit code from the app into the Validation Screen shown below:







4. Enter a new password for your user.

Kroll	Change Password X
Version 10	Test Test - Please change password New Password
	Verify New Password
	✓ OK X Cancel
	TELUS Health