

Unlock Process

Process for “Locked” Users

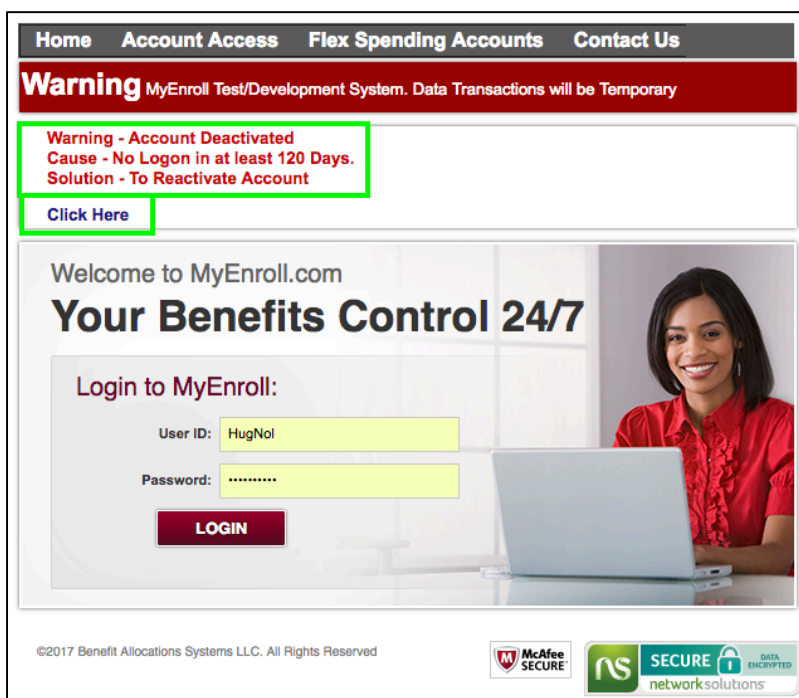
This Guide is intended to assist you and your Administrative Users log into MyEnroll when the Administrative User has been “Locked”.

Locked Due to “Inactivity” (No Login Activity for 120+ Days)

1. Navigate to MyEnroll.com

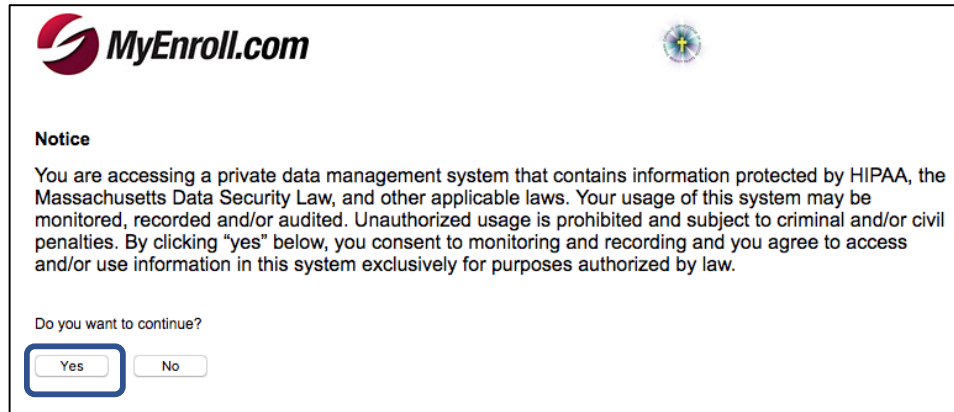


2. Enter Administrative User Credentials
3. If the user has been “Locked” due to inactivity, the user will see the below message:



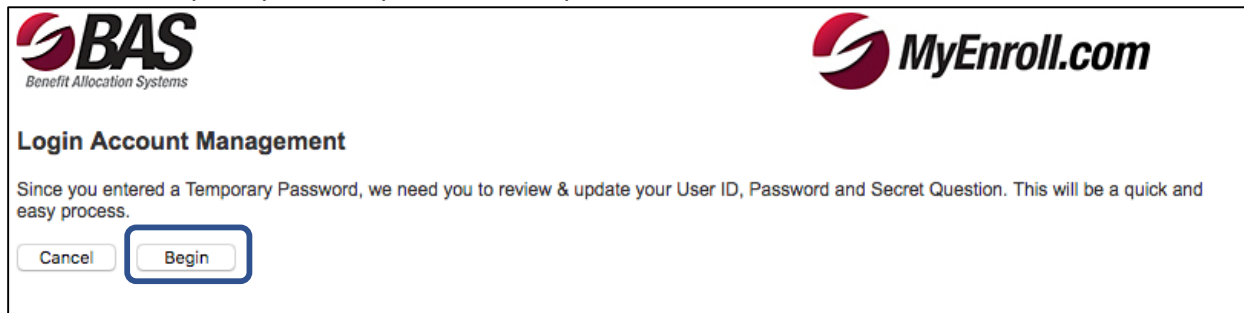
4. Simply click the “Click Here” to reactivate the User.

5. This will navigate the user to our “Reactivation” and “User ID/Password Recovery” program.



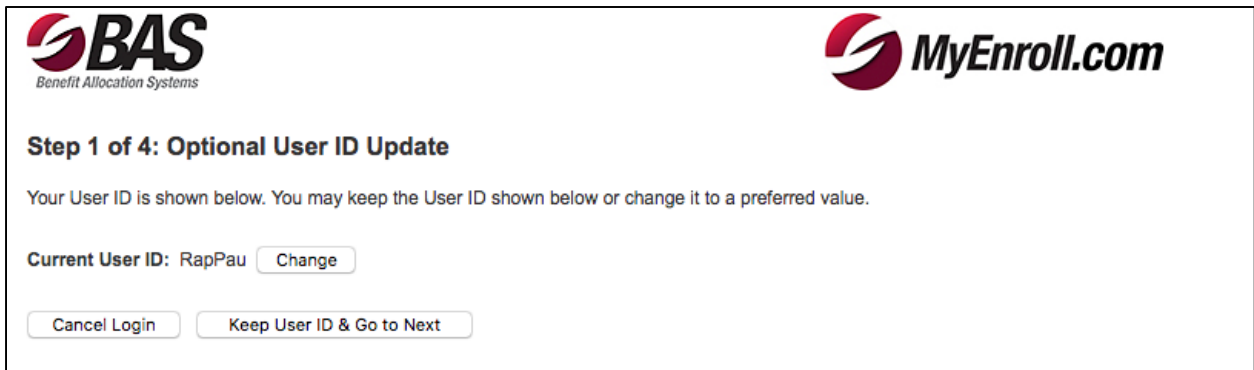
The screenshot shows the MyEnroll.com logo at the top left and a small globe icon at the top right. Below the logo is a "Notice" section with the following text: "You are accessing a private data management system that contains information protected by HIPAA, the Massachusetts Data Security Law, and other applicable laws. Your usage of this system may be monitored, recorded and/or audited. Unauthorized usage is prohibited and subject to criminal and/or civil penalties. By clicking “yes” below, you consent to monitoring and recording and you agree to access and/or use information in this system exclusively for purposes authorized by law." Below the notice is the question "Do you want to continue?" with two buttons: "Yes" (highlighted with a blue border) and "No".

6. Click “Yes” after reading the Privacy/Security Statement to continue.
7. The User will then be prompted to update his/her password.



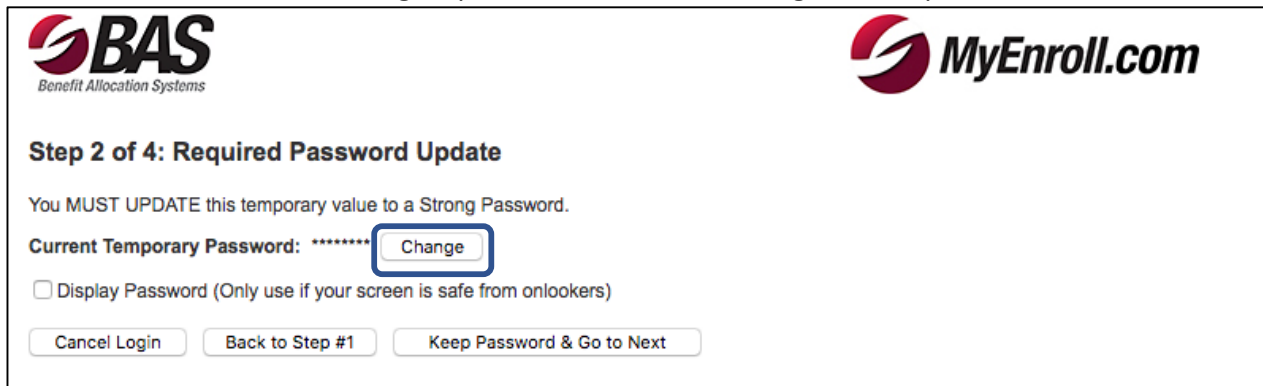
The screenshot shows the BAS (Benefit Allocation Systems) logo on the left and the MyEnroll.com logo on the right. The main heading is "Login Account Management". Below the heading is the text: "Since you entered a Temporary Password, we need you to review & update your User ID, Password and Secret Question. This will be a quick and easy process." At the bottom, there are two buttons: "Cancel" and "Begin" (highlighted with a blue border).

8. Proceed with either changing or keeping the current User ID.
a. **NOTE:** It is NOT required that the User ID be changed.





The screenshot shows the BAS logo on the left and the MyEnroll.com logo on the right. The main heading is "Step 1 of 4: Optional User ID Update". Below the heading is the text: "Your User ID is shown below. You may keep the User ID shown below or change it to a preferred value." Below this text, it says "Current User ID: RapPau" followed by a "Change" button. At the bottom, there are two buttons: "Cancel Login" and "Keep User ID & Go to Next".

9. Proceed to the Password section of this wizard
a. **NOTE:** It IS REQUIRED to change/update the Password during this setup.



The screenshot shows the BAS logo on the left and the MyEnroll.com logo on the right. The main heading is "Step 2 of 4: Required Password Update". Below the heading is the text: "You MUST UPDATE this temporary value to a Strong Password." Below this text, it says "Current Temporary Password: *****" followed by a "Change" button (highlighted with a blue border). Below this, there is a checkbox labeled "Display Password (Only use if your screen is safe from onlookers)". At the bottom, there are three buttons: "Cancel Login", "Back to Step #1", and "Keep Password & Go to Next".



Change Password



Enter your preferred Password below. Minimum is eight(8) characters/numbers/symbols in any combination.

Your Password Must be Strong. [What is a Strong Password?](#)

Enter New Password

Confirm New Password

10. After the Password has been saved, the user will be able to continue on to his/her
- a. Security Question and Answer
 - b. PIN
 - i. Required for Admins if one does not currently exist.





Step 3 of 4: Optional Security Question & Answer Update

You must setup a Secret Question and Answer below.

Current Question: When account is testing

Current Answer: Now





Step 4 of 4: Required Pin Number

You must setup a Pin Number below.

Current Pin Number: None

11. Once all the Wizard has been completed, the User will be presented with a “Success” message and then will be taken to MyEnroll.



Thank you for taking your time to update your Security Profile! We appreciate your effort to assist us with securing your account. Click the OK button below to continue into the system, and have a nice day!