KinderConnect – Unlock an Operator Account

Occasionally, an **Operator** might make a mistake during the authenticating process while logging into KinderConnect and lock his/her account. In that case, the **Operator** should contact the Provider Administrator or the Controltec Support Center. Only users with the required permissions can unlock an **Operator**. To unlock an **Operator**:



Locate the **Operator** by clicking **Search** under **Operators**. For additional details, refer to the **Operator Search** QRC.



Operator -Search Detail Account



If locked, there will be a checkmark indicating the **Operator** account is *Locked*.

Operator Account

Operator Name		Billings, Barney
Save Cano	el	
\star denotes a requ	ired field	
User Name:	*	barney
Password:	*	•••••
Secret Question:		What is the first name of your spouse's father?
Secret Answer:		bob
PIN:		••••
Reset Password:		
Reset PIN:		
Locked:		
Registered:		\checkmark



Click on the checkbox to remove the *Locked* status.

Press Save. The Operator can now attempt to login again.

For more information, visit <u>www.electronicattendance.com</u>, email us at <u>support@controltec.com</u> or call us at 1-833-866-1706.

KinderConnect – Reset Password

An **Operator** that forgets his/her *Password* needs to contact the Provider Administrator or the Controltec Support Center to have it *Reset*. To *Reset* a *Password*:



Locate the **Operator** by clicking **Search** under **Operators**. For additional details, refer to the **Operator Search** QRC.

Click Account under Operator.



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-	10		(

Click on the **Reset Password** checkbox.

Operator Name	Billings, Barney
Save Cancel	
denotes a required fie	i
Jser Name:	
	★ barney
Password:	★ barney ★ ••••••
Password: Secret Question:	
	* •••••
Secret Question:	What is the first name of your spouse's father?
Secret Question: Secret Answer:	What is the first name of your spouse's father? bob
Secret Question: Secret Answer: PIN:	What is the first name of your spouse's father? bob

If resetting an **Operator**'s password, type a default password in the **Password** field. During the next KinderConnect **Login** attempt, the **Operator** will be forced to reset the **Password**



Press Save. The Operator can now attempt to login again.