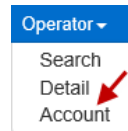


KinderConnect – Unlock an Operator Account

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**:

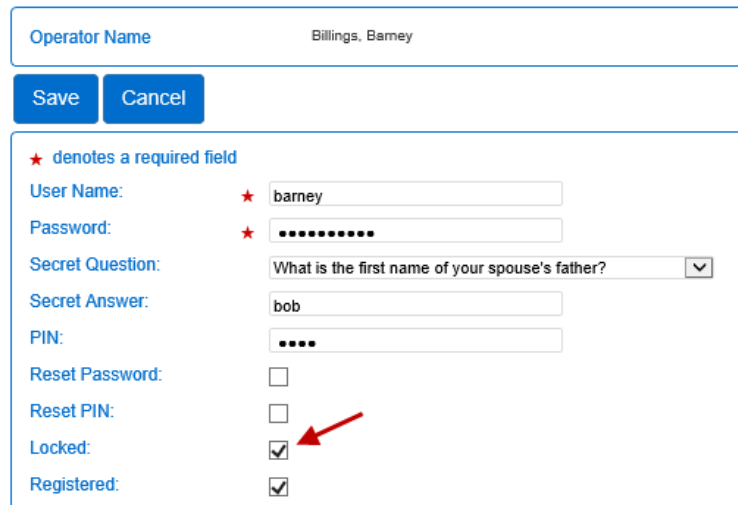
- A** Locate the **Operator** by clicking **Search** under **Operators**. For additional details, refer to the **Operator Search** QRC.

- B** Click **Account** under **Operator**.



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

Operator Account



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

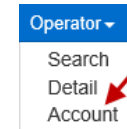
- E** Press **Save**. The **Operator** can now attempt to login again.

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**:

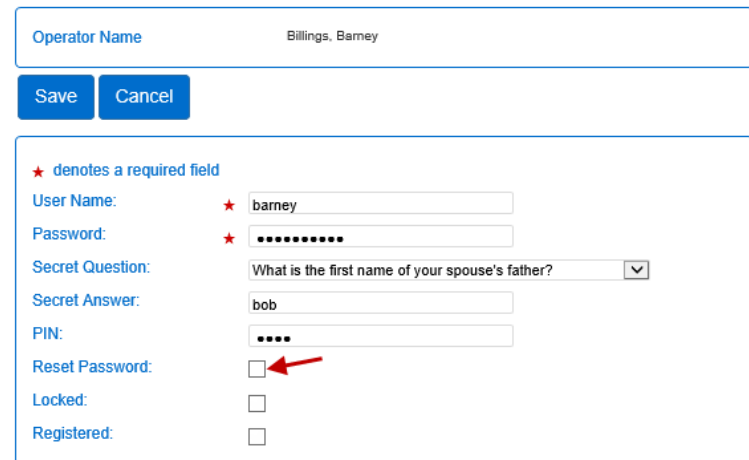
- A** Locate the **Operator** by clicking **Search** under **Operators**. For additional details, refer to the **Operator Search** QRC.

- B** Click **Account** under **Operator**.



- C** Click on the **Reset Password** checkbox.

Operator Account



- D** 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**

- E** Press **Save**. The **Operator** can now attempt to login again.