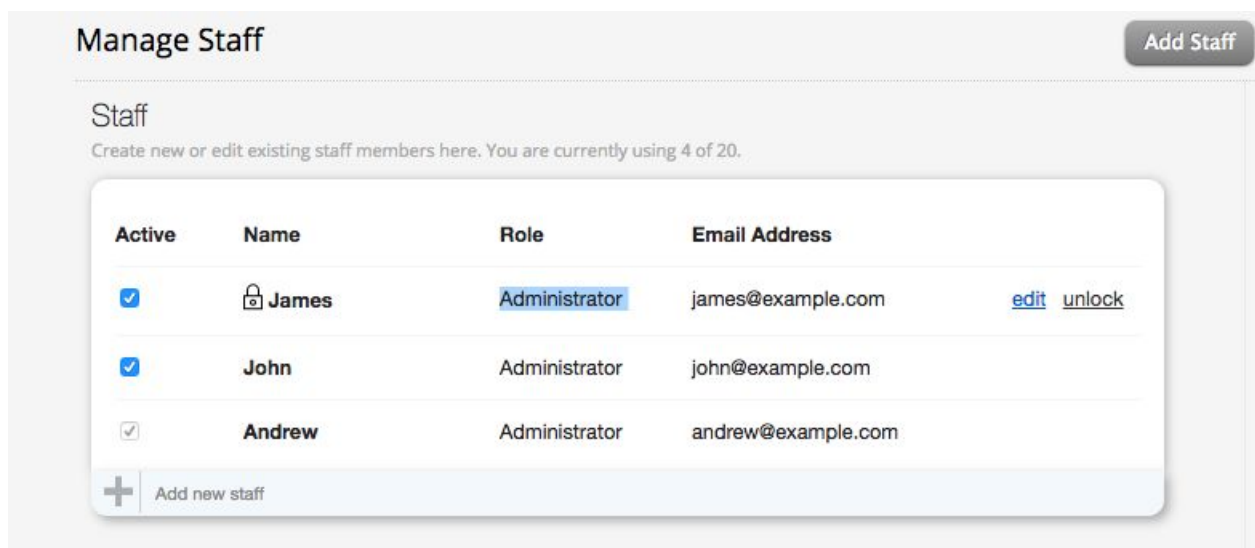



## Unlocking Staff Account

*This action is available to all agents who have "Unlock Staff" managerial permission.*

Staff who have been locked out of HappyFox can be identified using the lock icon against their names in Manage >> Staff page. On clicking unlock, a confirmation popup is shown. Successful unlock of a staff sends an email notification to the staff that their account has been unlocked by the administrator.



The screenshot shows the 'Manage Staff' interface. At the top right is an 'Add Staff' button. Below the title, it says 'Staff' and 'Create new or edit existing staff members here. You are currently using 4 of 20.' A table lists staff members with columns for 'Active', 'Name', 'Role', and 'Email Address'. The first row for 'James' has a lock icon and an 'unlock' button. The second row for 'John' and the third row for 'Andrew' have checkmarks in the 'Active' column. At the bottom left is a '+ Add new staff' button.

Active	Name	Role	Email Address
<input checked="" type="checkbox"/>	 James	Administrator	james@example.com <a href="#">edit</a> <a href="#">unlock</a>
<input checked="" type="checkbox"/>	John	Administrator	john@example.com
<input checked="" type="checkbox"/>	Andrew	Administrator	andrew@example.com

## Unlocking Contact Account

*This action is available to all agents who have "Unlock Contact" managerial permission.*

Contacts locked out of HappyFox can be identified using the “lock” icon against their names in the Contacts list page. On opening the details page of the contact, the “unlock” action will be visible.

	Name	Email Address/Phone Number	# of tickets
<input type="checkbox"/>	<u>Victor</u>	vicky@gmail.com	19
<input type="checkbox"/>	<u>Vincent</u>	vincent@yahoo.com	1
<input type="checkbox"/>	<u>Yelena</u>	yelena@happyfox.com	2

[+](#) Add new contact

Contact list page in HappyFox classic

### Contact Details

Account Locked [unlock account](#)

Customer portal access to this contact has been suspended due to multiple invalid login attempts.

Basic Information [edit](#) [merge](#) [Clone](#) [Delete](#)

Victor <a href="#">vicky@gmail.com</a>	<b>19</b> Total Tickets <a href="#">View all</a>	<b>18</b> Pending Tickets <a href="#">View all</a>
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