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DICE Products & Technical Documentation

# Unlock Account

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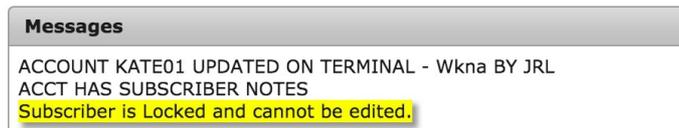
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## Unlock Account

The **Unlock Account** page within Matrix allows users to quickly unlock subscriber accounts and Matrix users. Accounts become *locked* in the system when a user is viewing subscriber information within Matrix or CORE Data Entry. This prevents multiple users from attempting to make changes to one account at the same time.

When an account is locked from editing, users will see a message in Data Entry informing them the account information is read-only and cannot be updated (Figure 1).

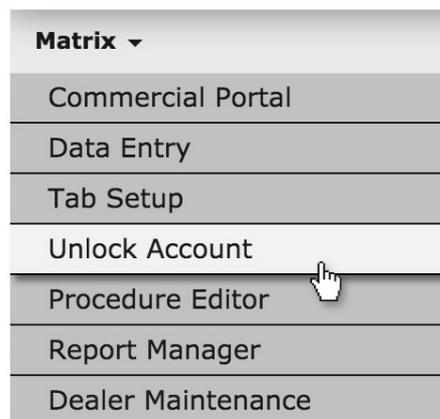


(Figure 1)

The Unlock Account page is helpful in situations where a user forgot to log off or exit an account which prevents other users from updating the account's information. In this scenario, the user locking the account can be unlocked so other users will have editing privileges. The below documentation instructs users on how to unlock accounts and users via the **Unlock Account** page options.

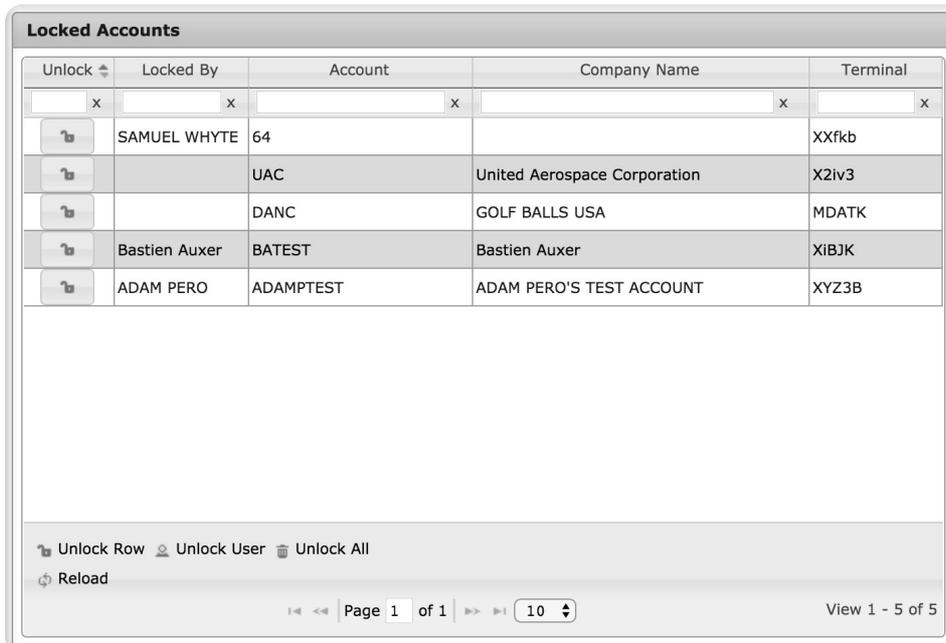
## Unlocking Accounts

Select the **Unlock Account** option from the available options located within your Matrix menu (Figure 2).



(Figure 2)

Selecting this option will open the **Unlock Account** page and display the **Locked Accounts** table (Figure 3). The **Locked Accounts** table displays all subscriber accounts that are currently locked for editing.



(Figure 3)

Users can interact with the Locked Accounts table via the available toolbar and button options. These options and their functions are defined below.

Option	Function
Unlock Column Button	Removes the lock status from the corresponding row.
Unlock Row	Removes the lock status from the selected account.
Unlock User	Removes the lock status from the selected user. This option can be helpful if one user is locking multiple accounts. Known users are users currently viewing account information within Matrix specifically.
Unlock All	Removes the lock status from all accounts currently displayed in the table.
Reload	Refreshes the table to display up-to-date information.

Once an account has been unlocked, users can edit account information as necessary.

**NOTE:** After an account is unlocked, any unsaved data will be lost.

For Example: User A is viewing Account 1 and made changes they have not yet saved. User B unlocks Account 1 because they would like to make changes. When User A attempts to save their changes, they will get an error saying the account is now locked by User B (Figure 4).



(Figure 4)

Perform the following steps to unlock accounts and update information.

1. Unlock the desired account or user.
  - Select the **unlock** icon to unlock the corresponding row (Figure 5).

Unlock	Locked By	Account	Company Name	Terminal
x	x	x	x	x
		4	DANC	XoXJU
		9		MDATn
		g1	BOB FIRE DEPT	XF91G
		g3	ALAN KITEY PSAP	XmWVS
		KATE01	KATE COMPANY TEST	XFayU
	Kyle Butterworth	KBTR001	KYLE'S CONSTRUCTION CO	X7UKs
	ADAM PERO	ADAMPTEST	ADAM PERO'S TEST ACCOUNT	XYZ3B

Unlock Row  
 Unlock User  
 Unlock All  
 Reload

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(Figure 5)

- Select the desired account from the table and select the **Unlock Row** option from the toolbar (Figure 6).

Unlock	Locked By	Account	Company Name	Terminal
x	x	x	x	x
		4	DANC	XoXJU
		9		MDATn
		g1	BOB FIRE DEPT	XF91G
		g3	ALAN KITEY PSAP	XmWVS
		KATE01	KATE COMPANY TEST	XFayU
	Kyle Butterworth	KBTR001	KYLE'S CONSTRUCTION CO	X7UKs
	ADAM PERO	ADAMPTEST	ADAM PERO'S TEST ACCOUNT	XYZ3B

**Unlock Row**  
 Unlock User  
 Unlock All  
 Reload

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(Figure 6)

- Select the row with the desired user and select the **Unlock User** option from the toolbar (Figure 7).

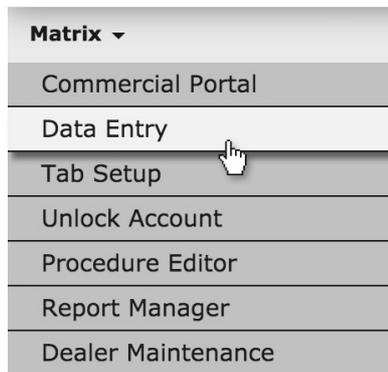
Unlock	Locked By	Account	Company Name	Terminal
x	x	x	x	x
		4	DANC	XoXJU
		9		MDATn
		g1	BOB FIRE DEPT	X91G
		g3	ALAN KITEY PSAP	XmWVS
		KATE01	KATE COMPANY TEST	XfayU
	Kyle Butterworth	KBTR001	KYLE'S CONSTRUCTION CO	X7UKs
	ADAM PERO	ADAMPTEST	ADAM PERO'S TEST ACCOUNT	XYZ3B

Unlock Row    Unlock User    Unlock All  
 Reload

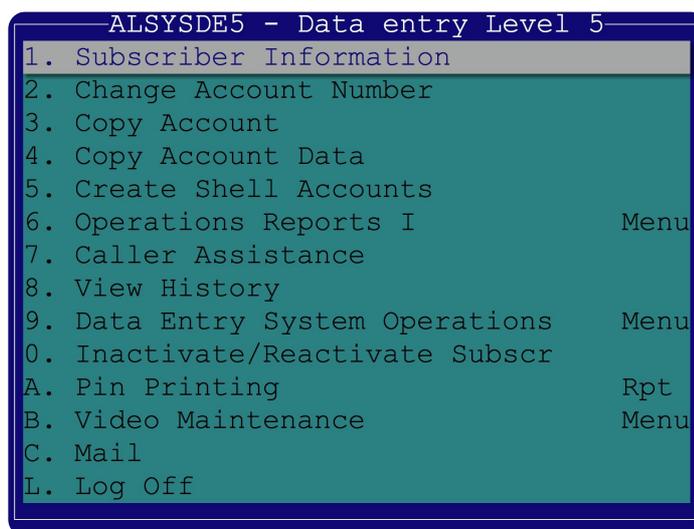
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(Figure 7)

2. Go to the applicable Data Entry page in DICE software (Figure 8) & (Figure 9).



(Figure 8)



(Figure 9)

3. Input the applicable subscriber account number into the designated field.
4. Update the account's information as desired.