

CAREWare has three options for resetting or unlocking users.

Unlocking users in the Provider User Manager

The primary option for unlocking users is for a CAREWare administrator who has permission to unlock users and/or reset passwords to log in.

The CAREWare Administrator will need these permissions to unlock accounts:

- Lock/Unlock Users
- Change Users Password
- Open User Manager

A CAREWare Administrator with these permissions can unlock the user by following the instructions [here](#).

Unlocking users with the Password Reset Manager

The Password Reset Manager can be configured to allow users to unlock their accounts using email. The SMTP Settings need to be complete and Email Password Reset needs to be enabled in Advanced Security Settings. To enable and set up the Password Reset Manager follow the instructions [here](#).

Unlocking user with the CW Admin utility

If the CAREWare Administrator account is locked or all users are locked out, the business tier CW Admin utility can be used to unlock the CAREWare Administrator account to get access to CAREWare again. This option requires stopping the CAREWare Business Tier Server service, so all CAREWare will be down until the process is complete. To unlock a user using the CW Admin utility follow the instructions [here](#).