

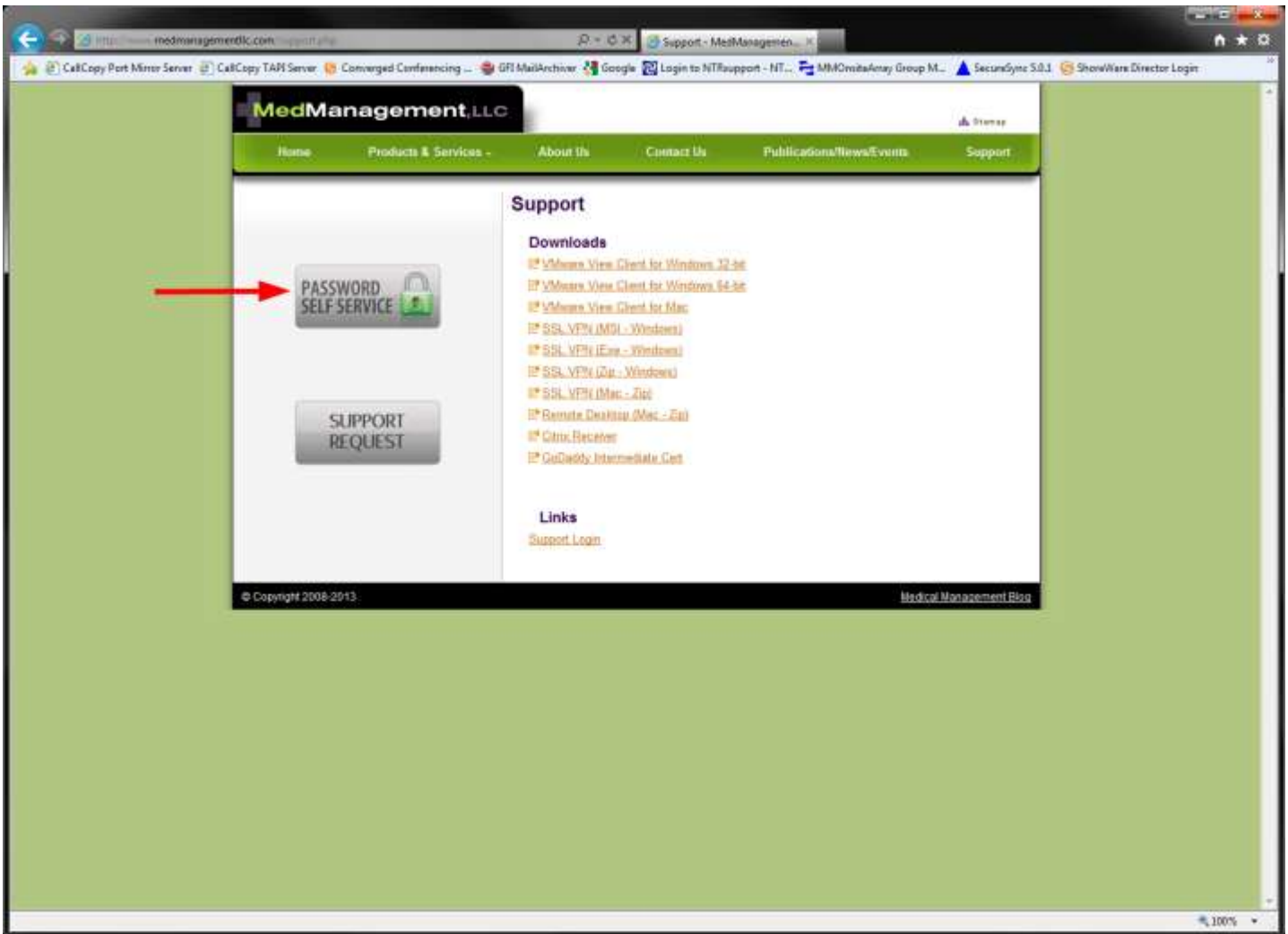
Unlock Account from the web

In order to use the password service module of the support system, all users must configure two security questions. If you have not configured your questions and answers please follow the Configure Security Questions guide before proceeding.

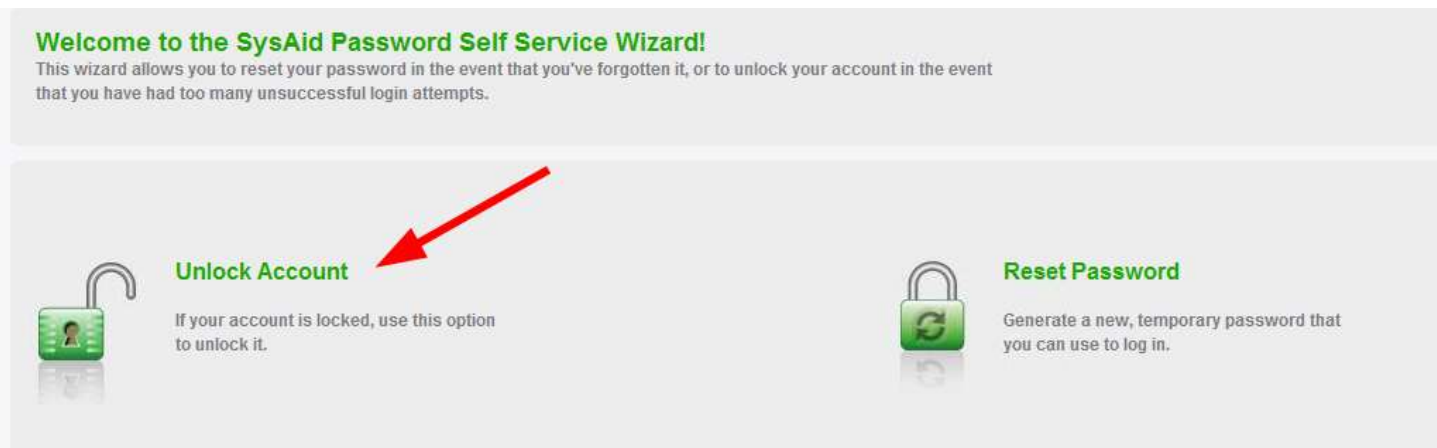
1. Open a web browser and go to www.medmanagementllc.com . Once the page opens click the “Support” tab at the top.



2. From here click the "Password Self Service" button



3. Now select "Unlock Account"



4. After clicking "Unlock Account" you will be prompted to enter your User Name. Enter your User Name and click "Continue"

Unlock Account

STEP
1 2 3

If your account is locked, use this wizard to unlock it.

Please provide your user name and domain name.

User Name:

Domain:

5. Now answer the two security questions, type the characters that are shown in the picture, and click "Continue". If you cannot read the picture you can click the refresh button to the right of the text box.

Unlock Account

STEP
1 2 3

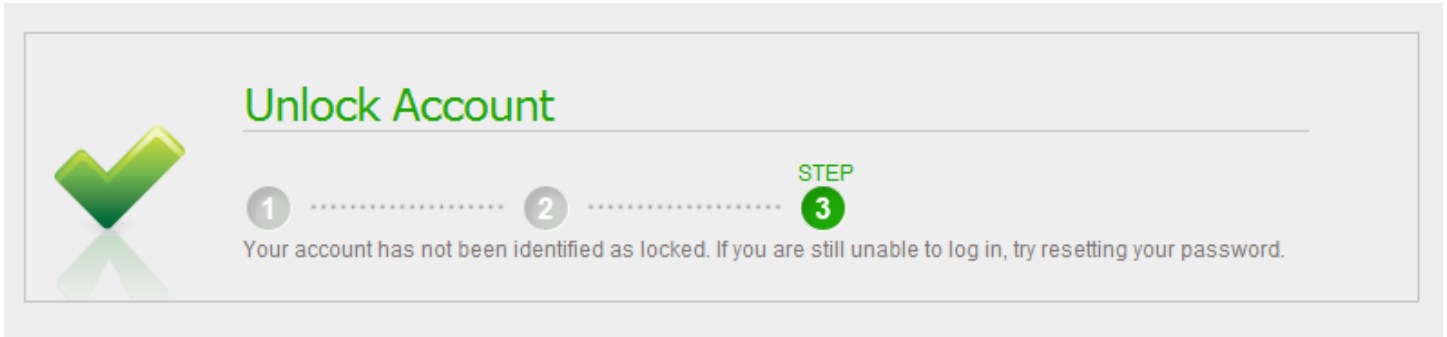
test1, please answer your security questions to unlock your account.

In which state were you born?

What was the name of the company where you held your first job?

Type the characters displayed in the picture.

6. If your account was unlocked successfully then you will see the following screen. You should now be able to login as usual.



Unlock Account

1 2 **STEP 3**

Your account has not been identified as locked. If you are still unable to log in, try resetting your password.