



How To Unlock Your Account Using AccountSelfService?

How to unlock your locked account:

1. From the Account Self Service Portal, click the “Unlock Account” link as shown below.



2. Next, you will need to type your username in the “Domain User Name” field as shown below and click the “Continue” button.

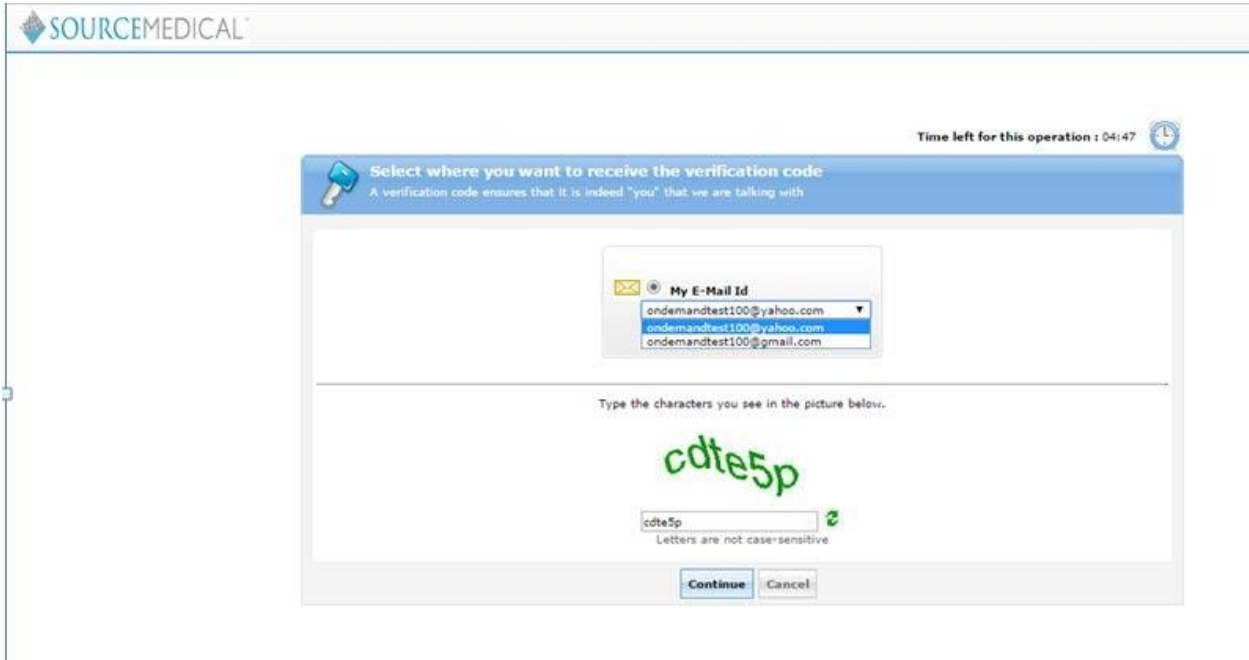


Unlock Your Account
Please provide your user name and domain name.

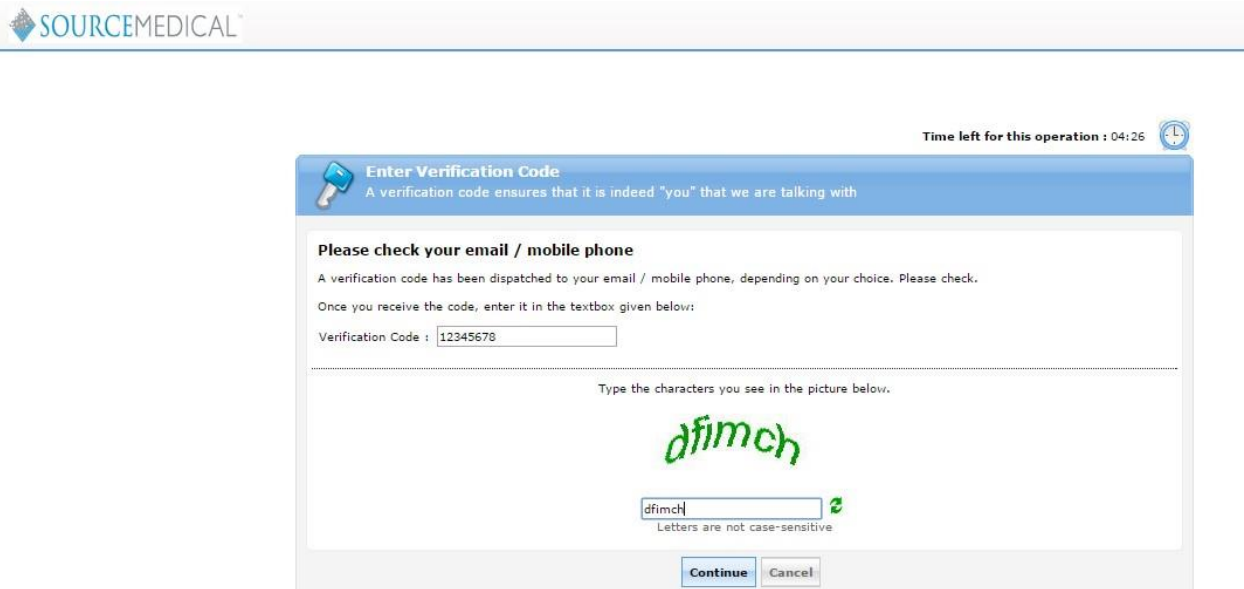
Domain User Name (Example : Jsmith)

Domain Name

3. Next, you will be taken to the Verification Code page in which you have the option to select a single email address you entered during the enrollment process. If you entered multiple email addresses during the enrollment process, simply click the drop down arrow next to the email address and your additional email addresses will be available to select. After you select your email address in which you want to receive the verification code and type the green characters in the appropriate field for security purposes. See below screenshot. Click continue and check your email for the verification code from noreply@sisfirst.com.



4. Once you receive your verification code in your email inbox, type it in the Verification Code field as shown in the below screenshot and type the green characters in the appropriate field for security purposes.



- Next, you will be taken to a page to unlock your account. Simply type the green characters in the field below and click the “Unlock Account” button as shown in the below screenshot.

Time left for this operation : 04:50 

 **Unlock Account**
Unlock your locked out account

Unlock Account

Type the characters you see in the picture below.





Letters are not case-sensitive

- Once the account unlock process is complete, you will receive a successful message as shown in the below screenshot. Click “Back to home” which will sign you out.

 The account unlock has been done successfully.

[Back to home](#)