

## How to Unlock Your FMSOne Account

Your **FMS**One account will be locked if you enter an incorrect password five times. If you try to login and get a message that your account is locked, you can request an account unlock. The system will automatically send you an email for unlocking the account and you can start at step 3 of these instructions. If you can't find that email in your inbox, or more than 24-hours have passed since you locked the account, here's how to request a new unlock email.

## How to Unlock an **FMS**One Account

Step	Action	Visual
1	On the <b>FMS</b> One log in screen there are several links below the log in button. The third link says, <u>Didn't receive</u> <u>unlock instructions?</u> Click on that link.	Email Passeord Eng I Forgol your password? Didn't receive confirmation instructions? Didn't receive unlock instructions? Signup
2	You can type your email in the box and click the <b>Resend unlock</b> <b>instructions</b> button. You will get an email in a few minutes with a link to unlock your account. If you don't get the email in a few minutes, check your spam or junk folder.	Resend unlock instructions         Email         Resend unlock instructions         Log in         Forgot your password?         Didn't receive confirmation instructions?         Sign up
3	Click the <u>unlock my</u> <u>account</u> link in the email, and that will bring you to the <b>FMS</b> One sign in screen. Your account should now be unlocked, and you can try to sign in again.	Your FMS One account is locked – Action Required • noreply@annkissam.com <noreply@annkissam.com> To: your_email@your_isp.net Hello your_email@your_isp.net! Your account has been locked due to an excessive number of unsuccessful sign in attempts. Click the link below to unlock your account: Unlock my account</noreply@annkissam.com>

If you need to reset your password, please follow the instructions in <u>Resetting your **FMS**One Password</u>.