

Manage Locked Accounts

*Admins have the ability to assist with locked user accounts. *If you are a primary admin please contact your Toro Representative for assistance.*

1. As the admin, sign in at www.toroconnect.com and click Manage Users.



2. Locate the locked account on the View Users page.

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Last Name	First Name	Role	Status	Action
HARRIS (Primary Portal Admin)	JOE	Principal or Owner	Locked	Reset / Delete
WOTOCEK	NIKO	Service Manager or Technician	Active	Edit / Delete
Pass	Donald	Management	Active	Edit / Delete

3. Click Reset to create a one-time access code.
4. Communicate the access code to the user. Have the user return to the sign on page, click Reset Password/Locked Account and follow the prompts.

For more details on how to use an access code, refer to **Unlock My User Account**.