

Unlock or Confirm Existing User

1. Search for the individual
 2. Select the **pencil icon**
 3. Scroll down:
 - If “Disabled User” is checked, uncheck to unlock
 4. Click **Save Changes**
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Create a New User Account

1. Select **Work As** (top menu)
 2. Click **Manage User**
 3. Select **Create**
 4. Enter all required account details
 5. Assign a **temporary password**
 6. Click **Create Account**
 7. Share login credentials with the new user
- ☒ Remind the user to reset their password upon first login.
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MyAccount Guide: Search for Participants or SSPs

How to Search

1. Go to the **Enrollment Dashboard**
 2. Use the **search bar and filters**
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Understanding Access Levels

- **SC/AE** – View assigned individuals only
- **Lead Role** – View all individuals within the agency location
- **State Administrator** – View all program participants