

## Unlocking a WITS User

To unlock a WITS user, the user must have either the Staff Administrator role or the Human Resources (Full Access) role attribute. If the Agency/Staff List menu pick is displayed, the user has one of the Staff Administration role attributes (Human Resources, Staff Management, Reset Logon).

1. From the Home Tab in the Left Menu, select the **New Agency** and **New Facility**.

**Change Facility**

Current Agency  
Alcohol and Drug Abuse Division

Current Facility

New Agency  
PREV-Test Prevention Provider

New Facility  
Test Facility

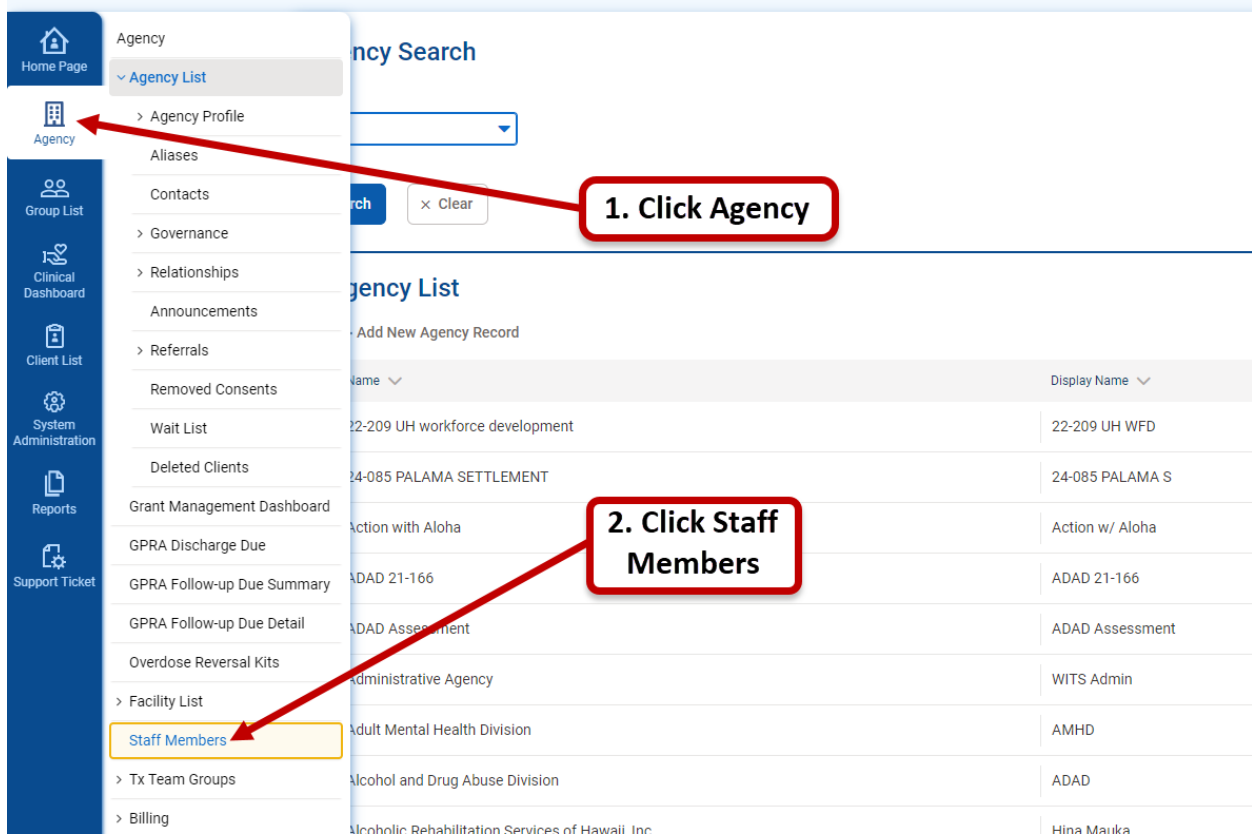
Go Cancel

1. Select the User's Agency

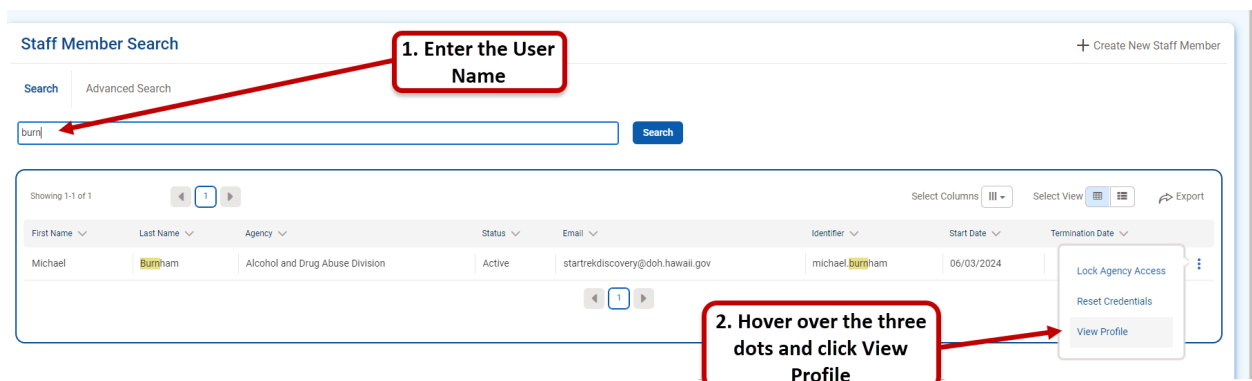
2. Select the User's Facility

3. Click Go

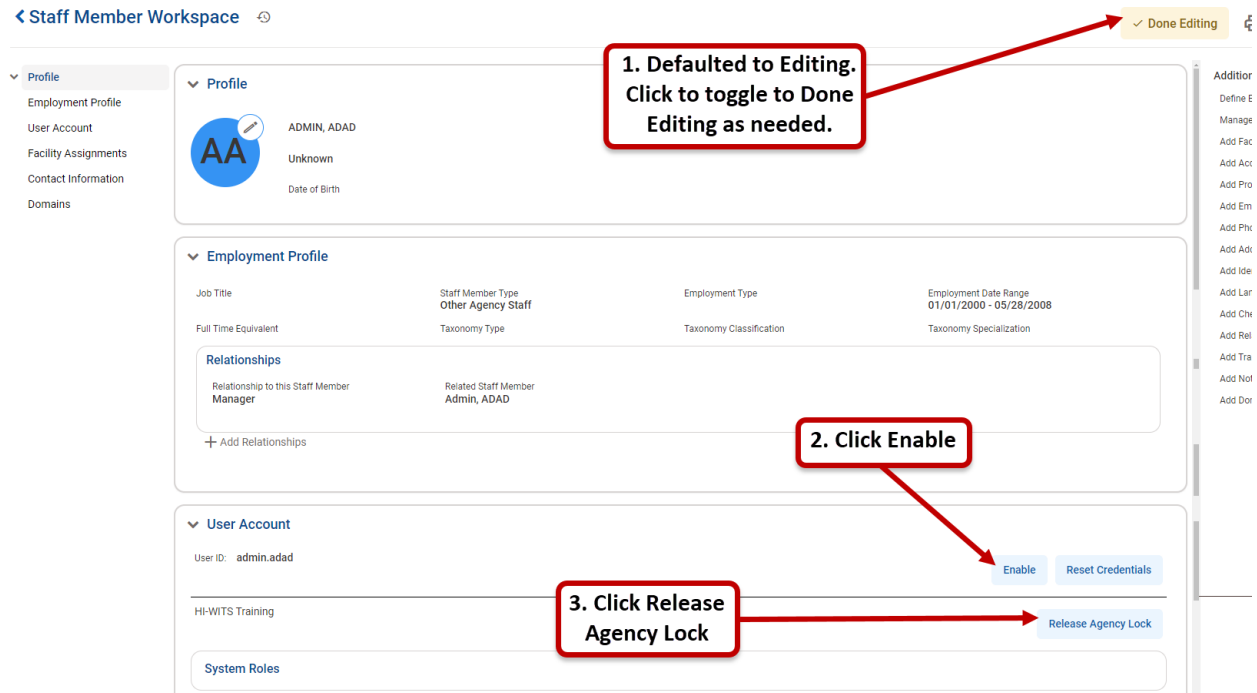
2. Click on **Agency** and then **Staff Members** in the Left Menu.



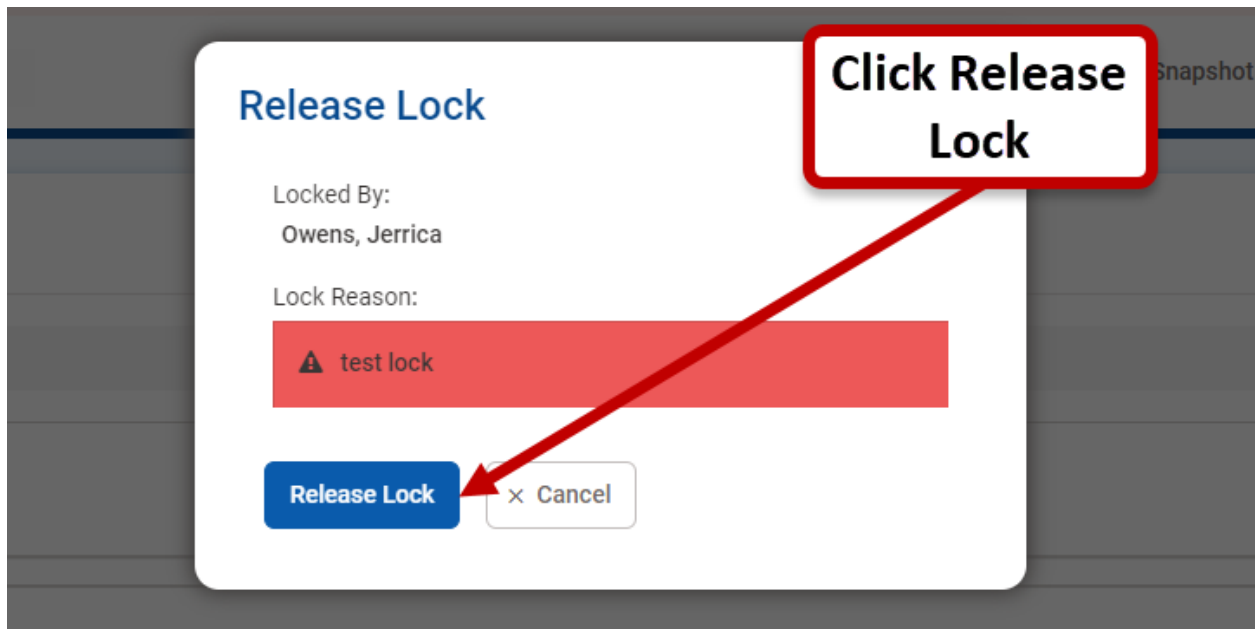
3. Use the **Search Bar** to locate the User. Hover over the three-dot menu and select **View Profile**.



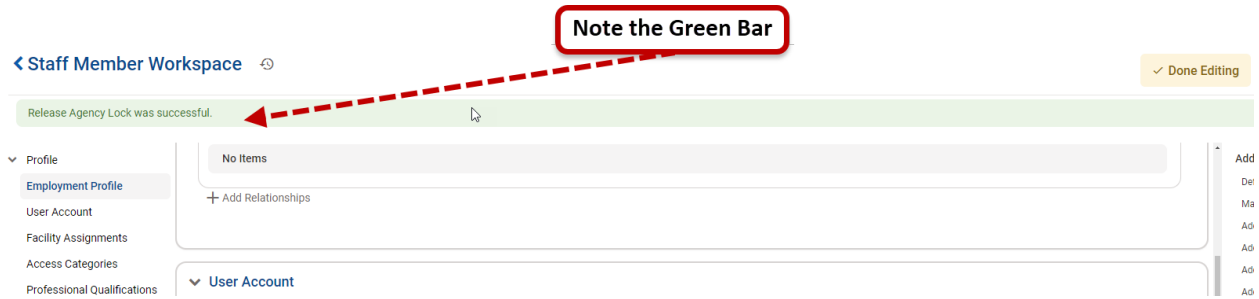
- 4. The new system automatically defaults the Profile menu to **Editing**.
- 5. Click **Enable** to unlock the account due to too many failed login attempts.
- 6. Click **Release Agency** to unlock an account that was locked by the agency administrator.



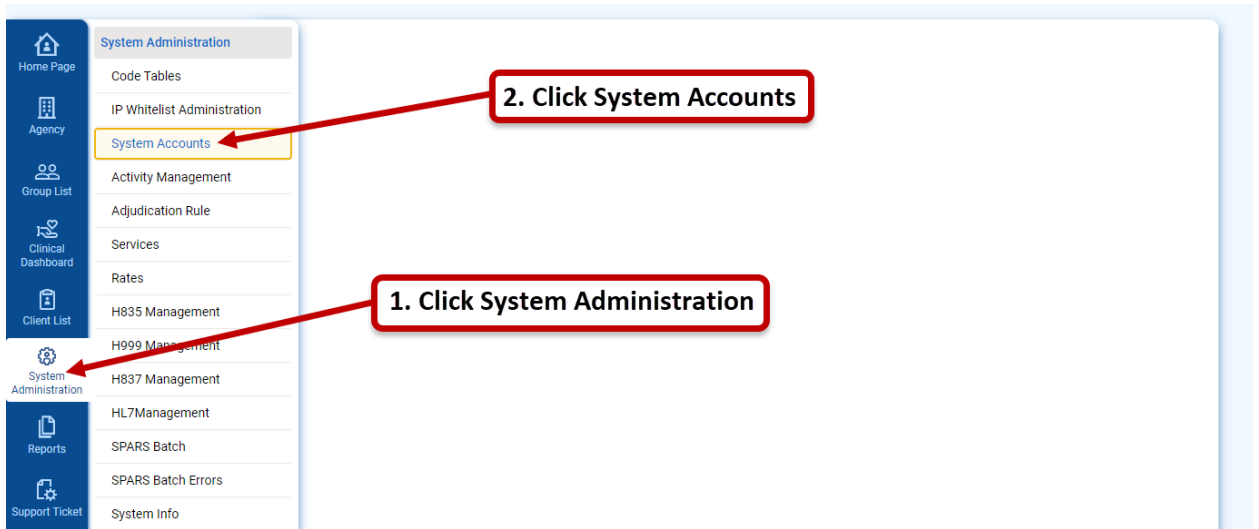
- 7. A verification screen will pop up. Click on **Release Lock** to perform the action.



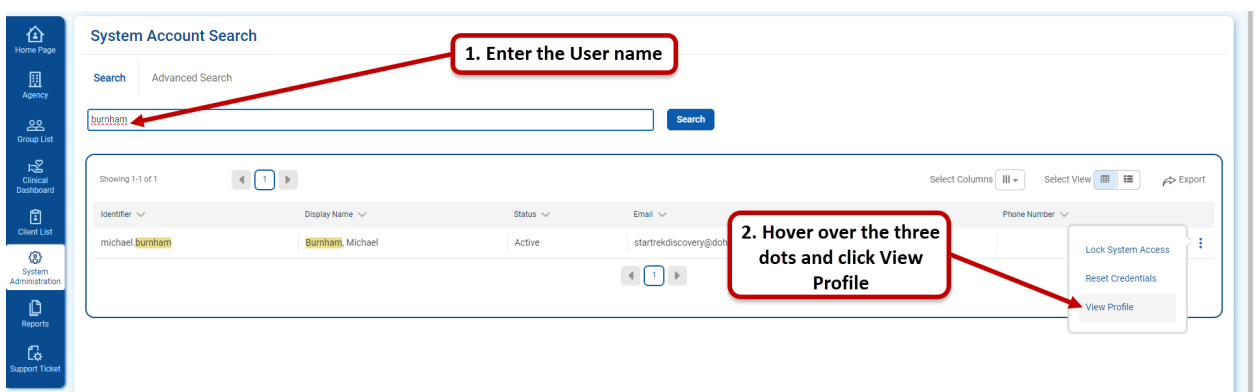
8. A green bar will appear on the next screen, indicating the “Release Agency Lock was successful”.



9. Click on the **System Administration** and **System Accounts** on the Left Menu Pick.



10. Use the **Search Bar** to locate the User. Hover over the three-dot menu and select **View Profile**.



11. The system will default to Done Editing. Click the Editing button to **Edit**.

**12. Click on Enable.**

The screenshot shows the 'System Account Workspace' interface. At the top left, there is a navigation breadcrumb: '< System Account Workspace'. On the top right, there is a yellow button labeled 'Done Editing' with a checkmark icon. The main content area is titled 'System Account' and contains the following fields: 'User ID' (admin.adad), 'First Name' (ADAD), 'Middle Name', 'Last Name' (Admin), and 'Contact Email' (xxxx@doh.hawaii.gov). Below these fields is a 'Roles' section. At the bottom of the account details, there are three buttons: 'Enable', 'Reset Credentials', and 'Release System Lock'. Two red annotations are present: a box labeled '1. Click to toggle to Edit' with an arrow pointing to the 'Done Editing' button, and a box labeled '2. Click Enable' with an arrow pointing to the 'Enable' button.

If you have any question, please email [DOH.ADAD.WITSHelp@doh.hawaii.gov](mailto:DOH.ADAD.WITSHelp@doh.hawaii.gov).