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**.

Home Page	Change Facility	L 3	
Agency	Current Agency Alcohol and Drug Abuse Division		
Group List	Current Facility	1. Select the User's Agency]
J S Clinical Dashboard	New Agency PREV-Test Prevention Provider	•	י
Client List	Test Facility	•	
System Administration	Go × Cancel	2. Select the	
C Reports		User's Facility	
Supp.	lick Go		

Home Page	Agency ~ Agency List	ncy Search	
Agency	> Agency Profile Aliases	_	
Group List	Contacts	rch × Clear 1. Click Agency	
J € Clinical Dashboard	> Relationships	gency List	
Client List	Announcements > Referrals	- Add New Agency Record	
ø	Removed Consents	kame 🗸	Display Name 🗸
System Administration	Wait List	22-209 UH workforce development	22-209 UH WFD
D	Deleted Clients	24-085 PALAMA SETTLEMENT	24-085 PALAMA S
Reports	Grant Management Dashboard	Action with Aloha 2. Click Staff	Action w/ Aloha
Support Ticket	GPRA Discharge Due GPRA Follow-up Due Summary	ADAD 21-166 Members	ADAD 21-166
	GPRA Follow-up Due Detail	ADAD Assessment	ADAD Assessment
	Overdose Reversal Kits	Administrative Agency	WITS Admin
	> Facility List	Adult Mental Health Division	AMHD
	Staff Members		1040
	> Billing	Aconol and Drug Abuse Division	ADAD
		Icoholic Rehabilitation Services of Hawaii Inc	Hina Mauka

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**.

Staff Membe	er Search	1.	Enter the Use	r			+ Create New Staff M	lembe
Search Advar	nced Search		Name					
burn				Search				
Showing 1-1 of 1	4 1	Þ			Sele	ect Columns 🔣 🕶	Select View 🔳 📰 🎓 Exp	port
First Name 🗸	Last Name 🗸	Agency 🗸	Status 🗸	Email 🗸	Identifier \checkmark	Start Date 🗸	Termination Date 🗸	
Michael	Burnham	Alcohol and Drug Abuse Division	Active	startrekdiscovery@doh.hawaii.gov	michael. <mark>burn</mark> ham	06/03/2024	Lock Agency Access	:
							Reset Credentials	
				2	. Hover over the three dots and click View Profile		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.

Profile Employment Profile User Account Facility Assignments	Profile Admin, Adad Unknown		1. Defaulted to Editing. Click to toggle to Done Editing as needed.		Additi Define Mana Add F Add A
Domains	Date of Birth				Add F Add E Add F
	✓ Employment Profile				Add A Add Id
	Job Title	Staff Member Type Other Agency Staff	Employment Type	Employment Date Range 01/01/2000 - 05/28/2008	Add L Add C
	Full Time Equivalent	Taxonomy Type	Taxonomy Classification	Taxonomy Specialization	Add R
	Relationships Relationship to this Staff Member Manager	Related Staff Member Admin, ADAD			Add T Add N Add D
	+ Add Relationships		2. Click	Enable	
	✓ User Account User ID: admin.adad			Enable Reset Credentials	
	HI-WITS Training		3. Click Release Agency Lock	Release Agency Lock	
	System Roles				

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

Release Lock	Click Release Lock	Snapshot
Locked By:		
Owens, Jerrica		
Lock Reason:		
▲ test lock		
Release Lock × Cancel		

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

•	Staff Member Wo	rkspace \odot	✓ Done	Editin	g
	Release Agency Lock was succ	cessful.			
~	Profile	No Items		*	Add
	Employment Profile	L Add Balationshine			Det
	User Account	L ver uciaintaaliha			Ma
	Facility Assignments				Ad)
	Access Categories				Ad
	Professional Qualifications	✓ User Account		н.	Ad

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**.

Home Page	System Account S	Search	1. Enter the Us	er name			
Agency	Search Advanced Sea	arch					
Group List	burnham			Search			
12 Clinical Dashboard	Showing 1-1 of 1	4 1)			Select Colum	nns III - Select View 🎟 🗰	Export
2	Identifier 🗸	Display Name 🗸	Status 🗸	Email 🗸		Phone Number 🗸	
Client List	michael.burnham	Burnham, Michael	Active	startrekdiscovery@doh	2. Hover over the three	Lock Syste	m Access
System Administration				4 1 1	Profile	Reset Cred	lentials
L Reports						View Profil	e
Support Ticket							

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

12. Click on Enable.

System Account	Int Workspace 🛛	1. Click to toggle to	Edit	► ✓ Done Editing
System Account Agency Accounts	System Account			
	admin.adad First Name ADAD Contact Email xxxx@doh.hawaii.gov	Middle Name	Last Name Admin Contact Phone Unknown	
	Roles			
	Enable Reset Credentials Release Sy	rstem Lock		

If you have any question, please email DOH.ADAD.WITSHELP@doh.hawaii.gov.