

Unlocking Users and Security Questions

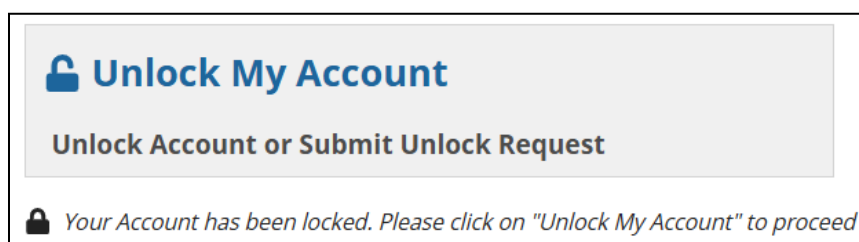
This guide provides an overview of how users can unlock their account in the National Transit Database (NTD) online reporting tool.

Locked User Account Overview

Appian automatically locks an account after 60 days of inactivity. Figure 1 shows an example locked account alert.

If your account is locked, you will still be able to log in, but you will not see your normal options, such as your report package and profile. The system alerts you to being locked and prompts you with two options to unlock your account.

Figure 1: User Account Locked Alert



Option 1: Answer your Security Questions Correctly

- When your account is created, you are assigned a Task in the Tasks tab of Appian to establish Security Questions and Answers.
- When locked out, you can correctly answer these questions to automatically unlock your account.
- If you do not see the option to answer security questions on your current page, you can select “Actions” and then “Answer Security Questions.”
- Once you correctly answer your security questions, your account will unlock.
- If you do not remember the answers to your security questions, please email your analyst and request they reset your Security Questions and Answers. They will assign you a new Task in the My Tasks tab to set up new answers. If you are unsure of who your analyst is, please contact NTDHelp@dot.gov.

Option 2: Submit an Unlock Request

- If you select “Send a request to unlock your account,” the system will send the request to your agency’s User Manager(s) and your analyst, giving them the ability to approve your unlock request (Figure 2).

Figure 2: Unlock Request Submission

Unlock Account

Please select an available option to unlock account.

You have not set up account security questions. You are only allowed to send a request to your leadership (User Manager or Local Security Manager as appropriate).

Options *

☐ Answer security questions - You do not have security questions set up. Your account must be unlocked to setup security questions.

☒ Send a request to unlock your account

Comment

Enter comment to unlock your account

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- If you do not see the option to submit an unlock request on your current page, you can select “Actions” and then “Request Unlock.” The system will ask you to confirm your username (email address), and then, you can select “Submit.” The request will appear in the Tasks tab for any agency User Manager(s).
- If you are unsure of which agency users have the User Manager role to approve this request, you can review your Agency Profile in the NTD reporting system or contact your analyst.
- If your agency User Manager is unavailable to approve the request or if you are a User Manager and the agency does not have other User Manager roles assigned, you can email your analyst requesting that they locate and approve the request.