

ADSELSERVICE

Unlocking Your Account

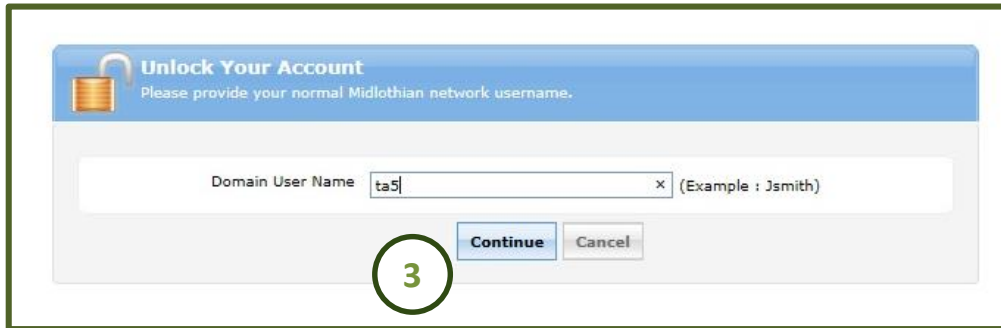


1. At the logon prompt, click **Reset Password / Unlock Account**
2. Click **Unlock Account** on the popup window

Please note: Should there be no spare device available, you can reset your password or unlock your account on a colleagues PC / Laptop by browsing to <https://edadm01.mgfl.net:9888/showLogin.cc> in Internet Explorer.

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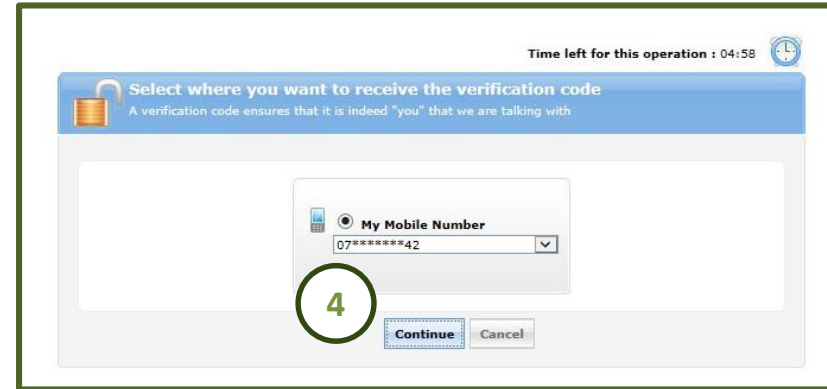
Unlocking Your Account



Unlock Your Account
Please provide your normal Midlothian network username.

Domain User Name (Example : Jsmith)

3 Continue Cancel



Time left for this operation : 04:58

Select where you want to receive the verification code
A verification code ensures that it is indeed "you" that we are talking with

My Mobile Number
07*****42

4 Continue Cancel

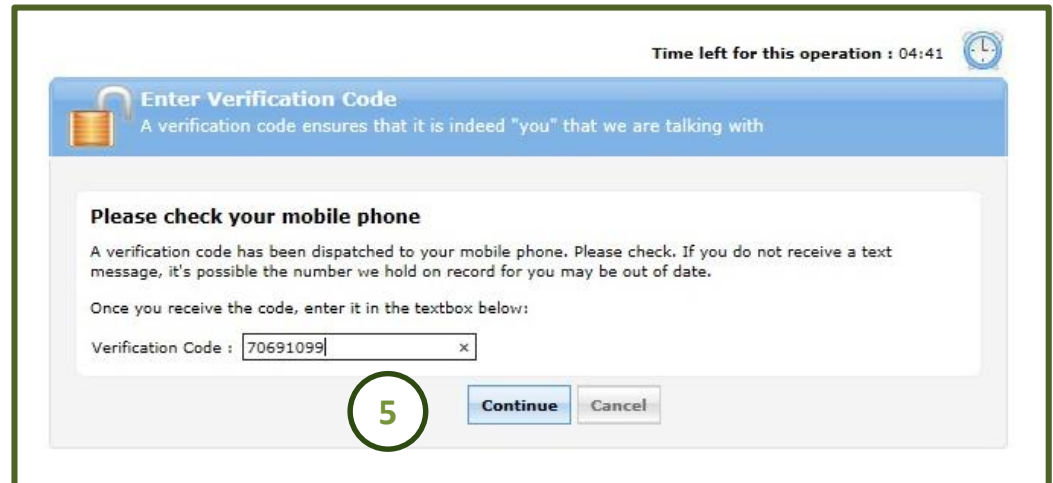
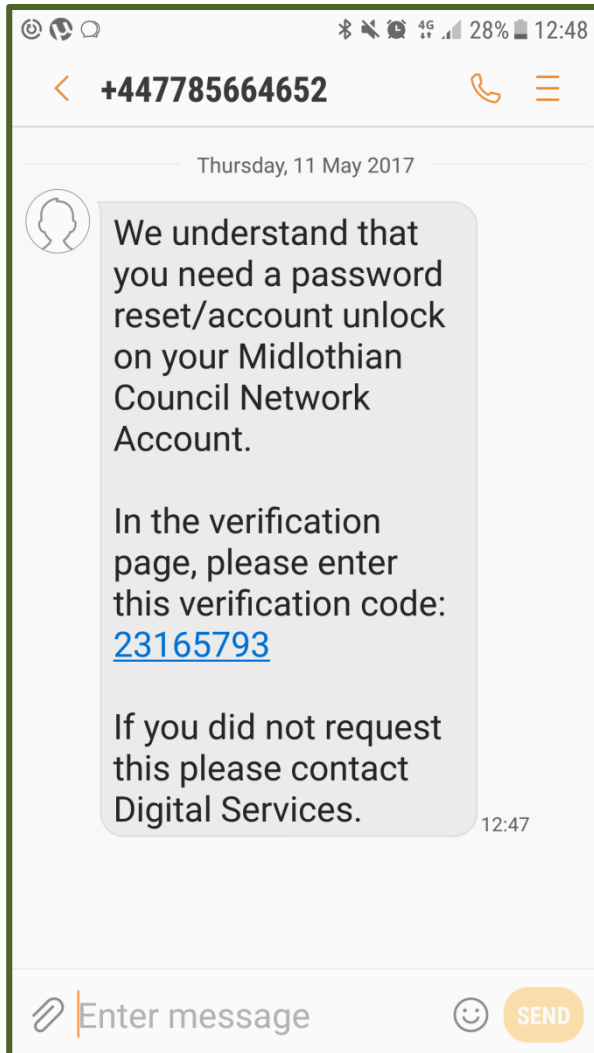
3. Type in your **network username** and click **Continue**

If you entered a mobile phone number when you registered, proceed to step 4. If you set up security questions, skip to step 6.

4. Check that the mobile number shown is correct and click **Continue** to send a verification code by text message to your mobile phone

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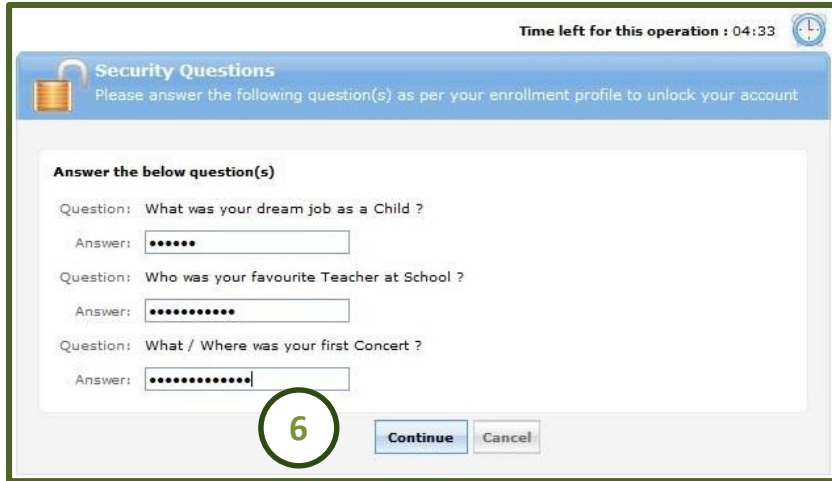
The verification code will be sent to you by text message.

5. Type the verification code into the **Verification Code** box and click **Continue**

Now proceed to step 7.

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Time left for this operation : 04:33

Security Questions
Please answer the following question(s) as per your enrollment profile to unlock your account.

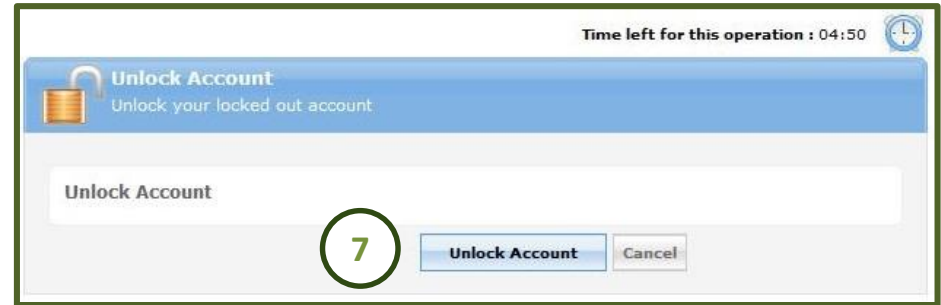
Answer the below question(s)

Question: What was your dream job as a Child ?
Answer:

Question: Who was your favourite Teacher at School ?
Answer:

Question: What / Where was your first Concert ?
Answer:

6



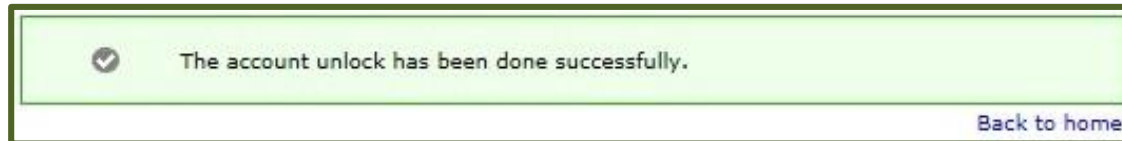
Time left for this operation : 04:50

Unlock Account
Unlock your locked out account.

Unlock Account

7

6. If you set up security questions, answer three randomly selected security questions and click **Continue** – **note answers are case sensitive.**
7. Finally, click on **Unlock Account**. A message will be displayed informing you that your account unlocking has been successful



The account unlock has been done successfully.

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