

### Digital Services 0131 271 3030 Middaham

## **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 <a href="https://edadm01.mgfl.net:9888/showLogin.cc">https://edadm01.mgfl.net:9888/showLogin.cc</a> in Internet Explorer.





### **Unlocking Your Account**

| Unlock Your Account                                     | Time left for this operation : 04:58   |
|---|--|
| Please provide your normal Midlothian network username. | A verification code ensures that it is indeed "you" that we are talking with |
| Domain User Name ta5 × (Example : Jsmith)               | My Mobile Number<br>07*****42 V<br>4   |
|   | Continue   |

#### 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





### **Unlocking Your Account**

| <br>Thursday, 11 May 2017  |   |
|--|---|
| We understand that<br>you need a password<br>reset/account unlock<br>on your Midlothian<br>Council Network<br>Account.<br>In the verification<br>page, please enter<br>this verification code:<br>23165793<br>If you did not request<br>this please contact<br>Digital Services. | Enter Verification A verification code ensured         Please check your mobil         A verification code has been dispressage, it's possible the number         Once you receive the code, enter         Verification Code : 70691099         The verification code : 70691099         The verification code         5. Type the verification code         S. Type the verification code         Now proceed to state |

|  | Time left for this operation : 04:41                                | C |
|--|---|---|
| C Enter Verification Cod               | le  |   |
| A verification code ensures t          | hat it is indeed "you" that we are talking with                     |   |
|  |   |   |
| Please check your mobile ph            | one   |   |
|  | ed to your mobile phone. Please check. If you do not receive a text |   |
|  | hold on record for you may be out of date.                          |   |
| Once you receive the code, enter it in | the textbox below:  |   |
| Verification Code : 70691099           | ×   |   |
| (                                      |   |   |
|  | Continue Cancel   |   |

will be sent to you by text message.

ation code into the Verification Code box nue

**p** 7.





## **Unlocking Your Account**

| Time left for this operation : 04:33  |  |
|---|--|
| Security Questions<br>Please answer the following question(s) as per your enrollment profile to unlock your account |  |
| Answer the below question(s)  | Time left for this operation : 04:50             |
| Question: What was your dream job as a Child ? Answer:  | Unlock Account<br>Unlock your locked out account |
| Question: Who was your favourite Teacher at School ?  | Unlock Account                                   |
| Question: What / Where was your first Concert ?   | 7 Unlock Account Cancel                          |
| 6 Continue Cancel   |  |

- 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

