SelfEnroll
Unlock User Account and Clear Security Questions

If the user knows their security answers, they can use the "Forgot your user name or password?" link on the login screen to reset their password or obtain their user name.

If the user does not remember their security answers, or they get locked out for entering the incorrect credentials too many times, administrator level assistance is required.

1. To unlock an account, click "Unlock Account" from the drop down menu under the Employee's name on their record.

2. Next, allow a password reset by selecting "Change Password" from the same dropdown menu.

3. Check the "Clear Security Phrase" box on the Edit Member Login screen, and click "Submit".

4. The user can now go back to the login screen and use the "Forgot your user name or password?" to create new security phrases and reset their password.

For assistance, please contact the PPI Service Team at **clientservices@ppibenefits.com** or (888) 674-0046.