

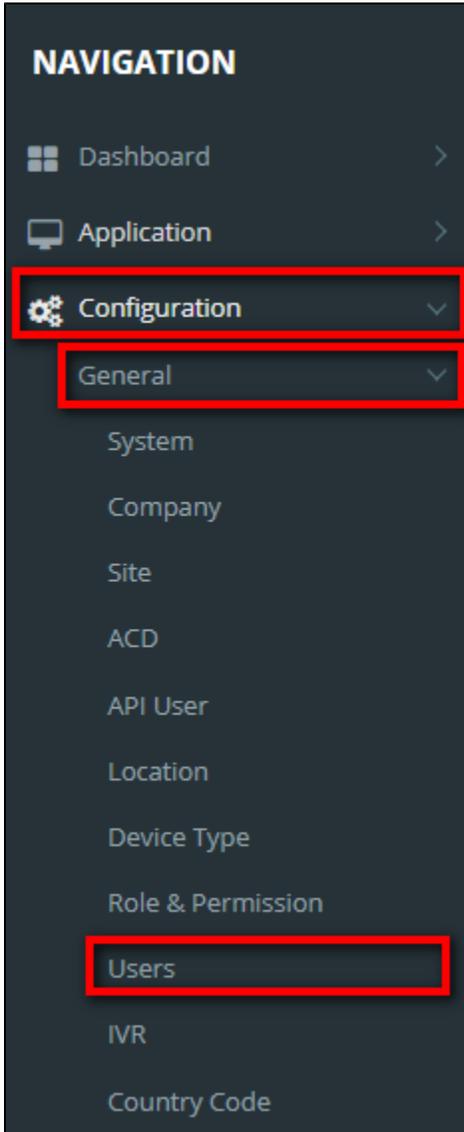
# How to Lock/ Unlock user

To temporarily prevent a user from logging into the Linkscope Web application, you can change the user's status to Lock. You can unlock a locked user at any time without the need to re-enter user details.

## Step-by-step guide

To lock/unlock the user account:

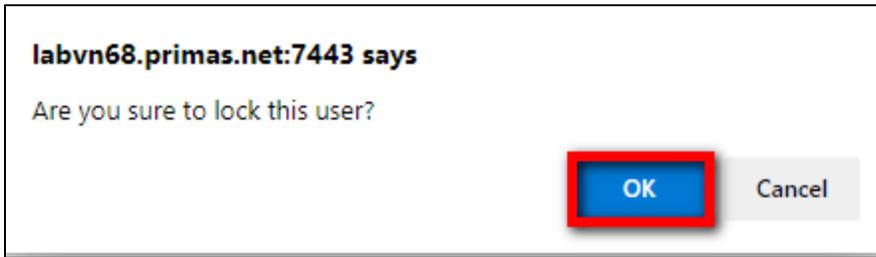
1. From the Linkscope Web application, you click to **Configuration ? General ? Users** at the menu.



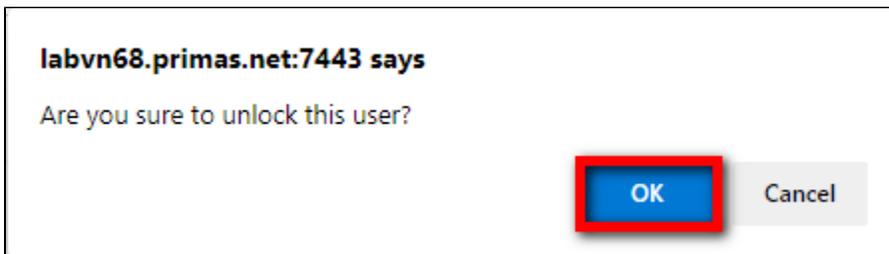
2. At **All Users** table, select any row you want to lock/unlock the user account.



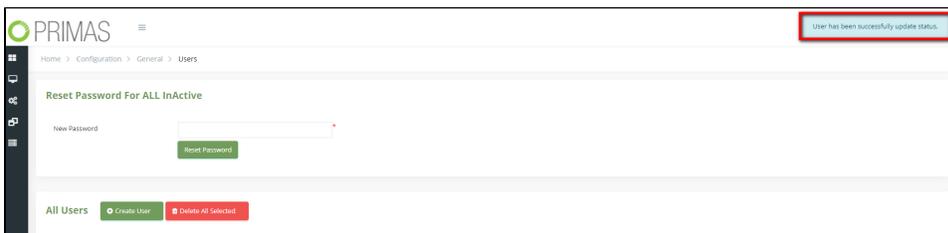
3. Click  button. If you want to **Lock** that user on that row. There're alert displays after you click to this button. Select **OK**.



If you want to **Unlock** that user, click  button on that row. There're alert displays after you click to this button. Select **OK**.



4. Then the system shows this message, you changed successfully the user's status.



## Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)