

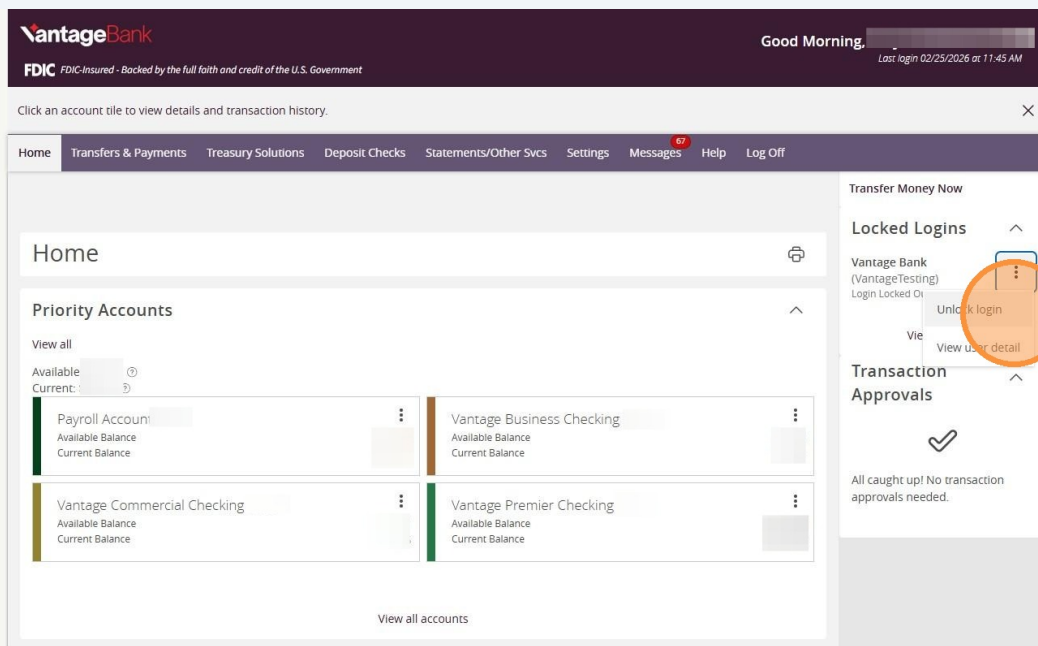
# Unlock User Login

**1 Note: This option is available to administrator users.**

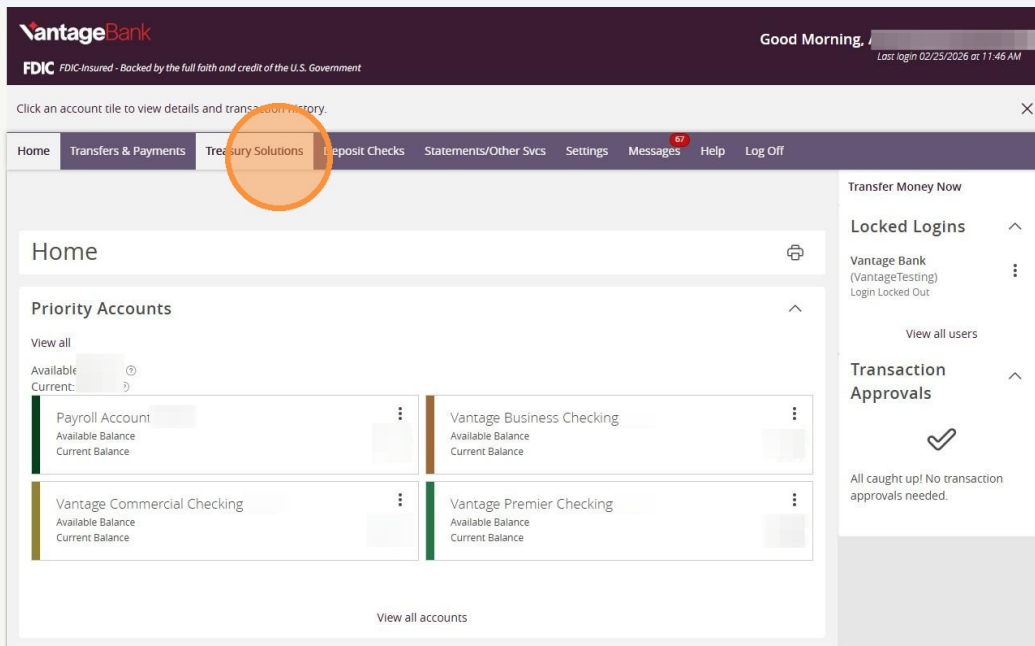
When you log in, the locked user logins will appear on the right side of the screen.

To unlock a login:

1. Click the three dots located next to the locked user.
2. Select **“Unlock Login”** from the menu.

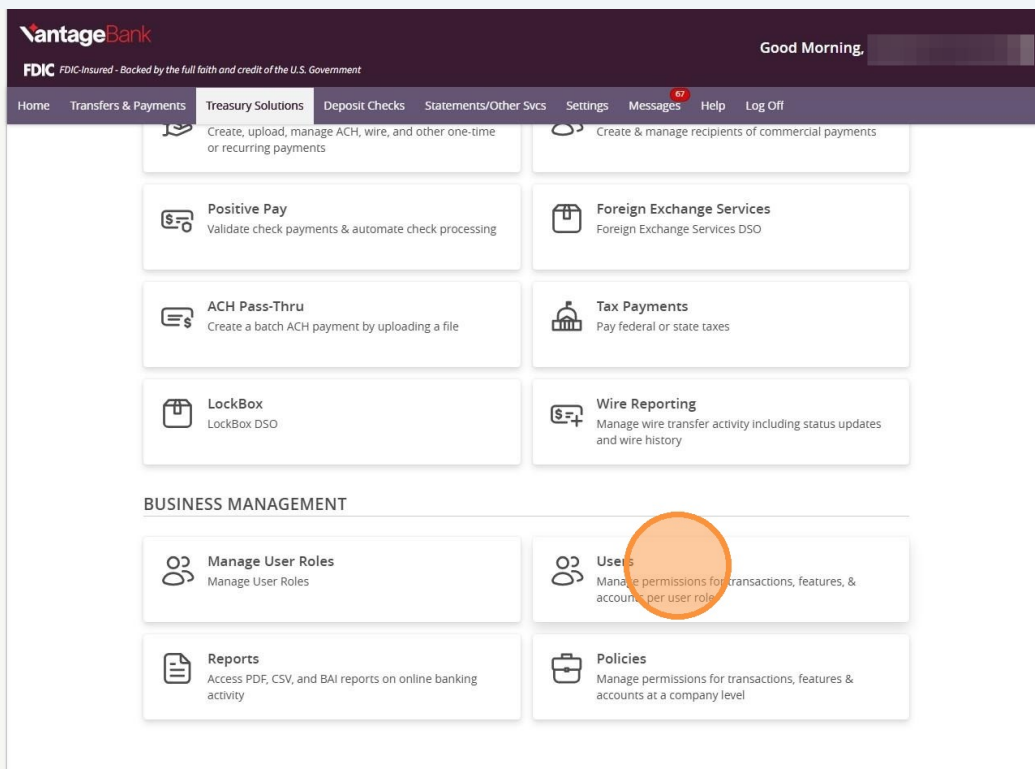


## 2 Another way of unlocking a user is by selecting "Treasury Solutions".



The screenshot shows the VantageBank web interface. At the top, the logo and "FDIC" are on the left, and "Good Morning" with a user profile and "Last login 02/25/2026 at 11:46 AM" are on the right. A navigation bar includes "Home", "Transfers & Payments", "Treasury Solutions" (highlighted with an orange circle), "Deposit Checks", "Statements/Other Svcs", "Settings", "Messages" (with a 67 notification), "Help", and "Log Off". Below the navigation bar, the "Home" section displays "Priority Accounts" with a grid of account cards: "Payroll Account", "Vantage Business Checking", "Vantage Commercial Checking", and "Vantage Premier Checking". Each card shows "Available Balance" and "Current Balance". On the right sidebar, there are sections for "Transfer Money Now", "Locked Logins" (showing "Vantage Bank (VantageTesting) Login Locked Out" with a "View all users" link), and "Transaction Approvals" (showing a checkmark and "All caught up! No transaction approvals needed.").

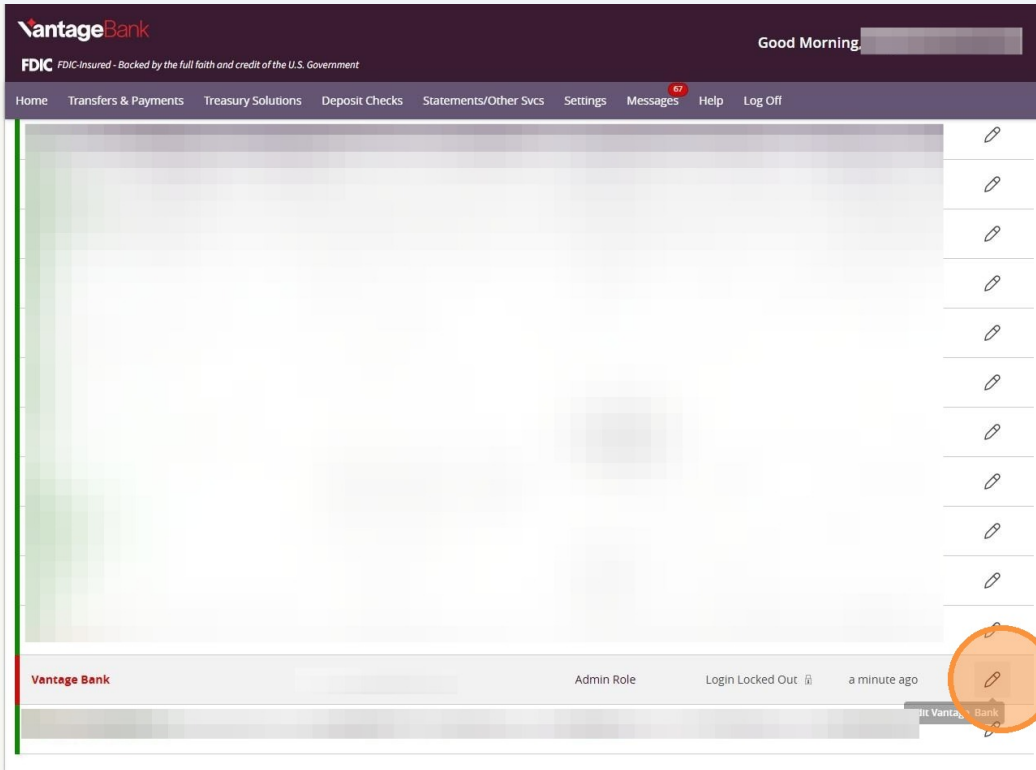
## 3 Select "Users".



The screenshot shows the "Treasury Solutions" section of the VantageBank interface. The navigation bar is the same as in the previous screenshot, with "Treasury Solutions" highlighted. The main content area is titled "BUSINESS MANAGEMENT" and contains several service cards: "Positive Pay" (Validate check payments & automate check processing), "Foreign Exchange Services" (Foreign Exchange Services DSO), "ACH Pass-Thru" (Create a batch ACH payment by uploading a file), "Tax Payments" (Pay federal or state taxes), "LockBox" (LockBox DSO), and "Wire Reporting" (Manage wire transfer activity including status updates and wire history). Below these are four "Manage" cards: "Manage User Roles" (Manage User Roles), "Users" (Manage permissions for transactions, features, & accounts per user role - highlighted with an orange circle), "Reports" (Access PDF, CSV, and BAI reports on online banking activity), and "Policies" (Manage permissions for transactions, features & accounts at a company level).

4

Select the pencil icon next to the locked user to open the edit options.



5

Click the three dots under *Actions* and select "**Unlock login**".

The screenshot shows the VantageBank user management interface. At the top, there is a navigation bar with the VantageBank logo, FDIC insurance information, and a user greeting "Good Morning" followed by a blurred name. Below the navigation bar is a menu with items: Home, Transfers & Payments, Treasury Solutions, Deposit Checks, Statements/Other Svcs, Settings, Messages (with a notification badge), Help, and Log Off. The main content area is divided into sections: "Status" (Active, Edit Status), "PERSONAL DETAILS" (First Name: Vantage, Last Name: Bank, Email Address: [blurred], Phone Country: United States, Phone: [blurred]), "USER ROLE" (Current Role: Admin Role, Update Role button), and "USER LOGINS". The "USER LOGINS" section contains a table with columns: Login Name, Channel, Status, Last Logon, and Actions. The table has one row: Login Name: VantageTesting, Channel: Internet, Status: Login Locked Out, Last Logon: 2/25/2026. In the Actions column for this row, there is a three-dot menu icon. A red circle highlights the "Unlock login" option in the dropdown menu. Below the table are "Cancel" and "Delete" buttons.

Login Name	Channel	Status	Last Logon	Actions
VantageTesting	Internet	Login Locked Out	2/25/2026	[Three dots menu] Unlock login Cancel Delete