

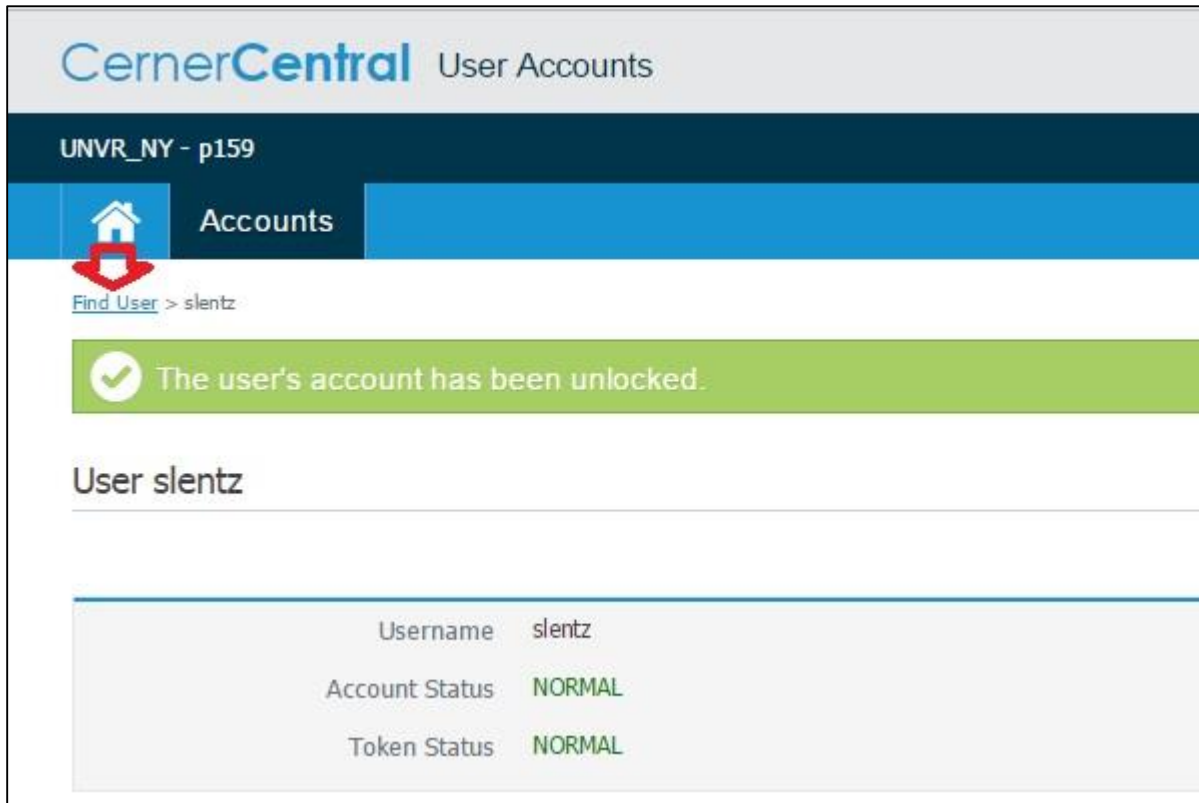
Cerner Applications-Unlock Process

This procedure is to unlock a Cerner Mobile Apps (CareAware, Connect Inpatient, PowerChart Touch App, Message Center App, Camera Capture App) account that has been locked for too many failed (6) logon attempts.

1. Verify user identity.
2. Logon to following website with your Cerner credentials:

https://cernercentral.com/user-accounts/tenant/929sni9vNtBT8k3NbtgAnVZIZv_TYNXC/locks

3. Search for user, by clicking on **Find User**.

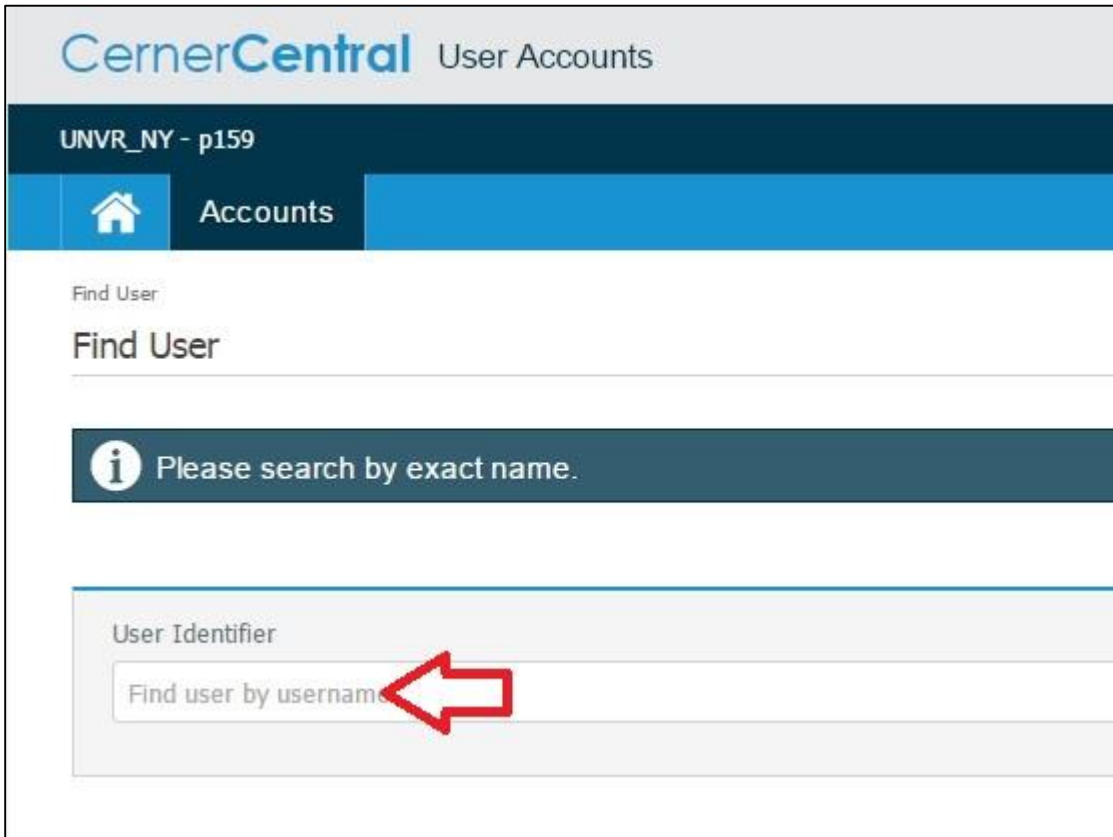


The screenshot displays the CernerCentral User Accounts interface. At the top, the header reads "CernerCentral User Accounts". Below this, a dark blue bar shows "UNVR_NY - p159". A navigation bar includes a home icon, a red lock icon, and the text "Accounts". A breadcrumb trail shows "Find User > slentz". A green success message states "The user's account has been unlocked." Below this, the user name "User slentz" is displayed. A table provides details for the user:

| | |
|----------------|--------|
| Username | slentz |
| Account Status | NORMAL |
| Token Status | NORMAL |

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3. Enter user's Cerner username.



CernerCentral User Accounts

UNVR_NY - p159

Accounts

Find User

Find User

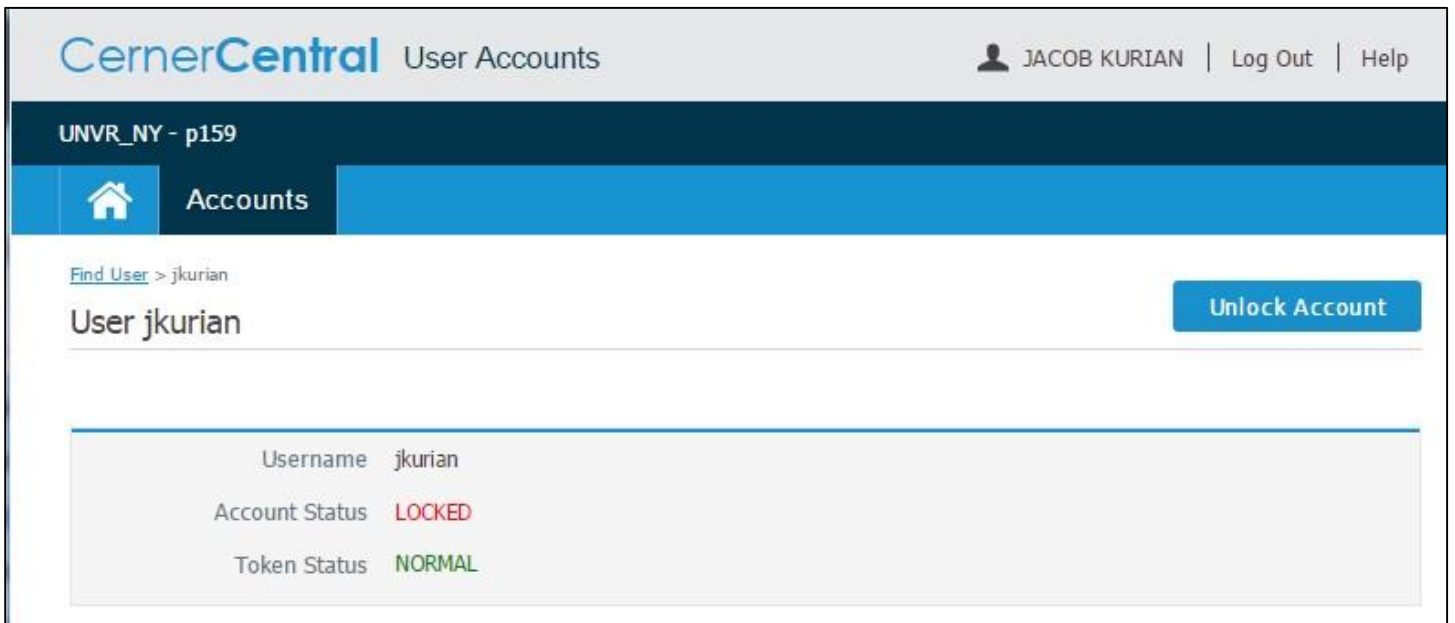
i Please search by exact name.

User Identifier

Find user by username

4. If account is locked, you will see status similar to below. Unlocked accounts will have a status of NORMAL.

- Click **Unlock Account** button to unlock Cerner Mobile Apps account.



CernerCentral User Accounts

JACOB KURIAN | Log Out | Help

UNVR_NY - p159

Accounts

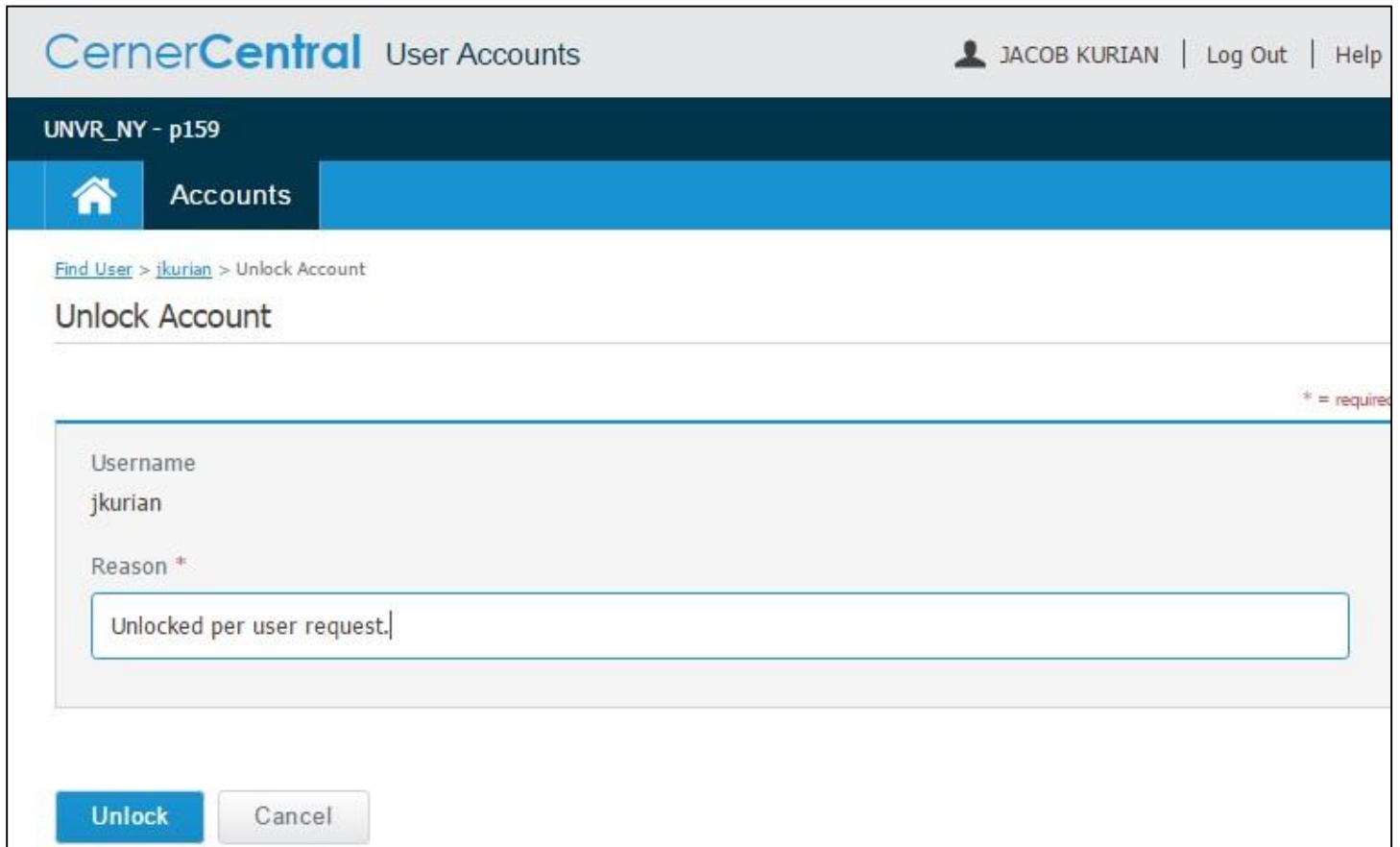
Find User > jkurian

User jkurian [Unlock Account](#)

| | |
|----------------|---------|
| Username | jkurian |
| Account Status | LOCKED |
| Token Status | NORMAL |

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5. Enter a Reason and click **Unlock** button.



The screenshot shows the CernerCentral User Accounts interface. At the top, the logo 'CernerCentral' and 'User Accounts' are visible, along with the user name 'JACOB KURIAN' and links for 'Log Out' and 'Help'. Below this, a dark blue header contains 'UNVR_NY - p159' and a navigation bar with a home icon and the word 'Accounts'. The main content area shows a breadcrumb trail: 'Find User > jkurian > Unlock Account'. The title 'Unlock Account' is prominently displayed. A form contains two fields: 'Username' with the value 'jkurian' and 'Reason *' with the value 'Unlocked per user request.'. A red asterisk and the text '* = required' are positioned to the right of the form. At the bottom, there are two buttons: a blue 'Unlock' button and a grey 'Cancel' button.

6. You will see confirmation of Unlock.