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/929sni9vNtBT8k3NbtgAnVZlZv_TYNXC/locks
3. Search for user, by clicking on Find User.

![User accounts screen with unlocked account for user slentz]
Cerner Applications - Unlock Process

3. Enter user’s Cerner 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.
Cerner Applications - Unlock Process

5. Enter a Reason and click Unlock button.

6. You will see confirmation of Unlock.