

If you have tried 3 unsuccessful login attempts you will be locked out of Barnestorm, and any patient-identifying information will be deleted from your local device until your profile becomes unlocked.

For security reasons, we do not unlock accounts via chat because we are unable to validate employees to verify in person or by voice. Therefore, we ask that supervisors unlock the profile(s) using the instructions below. (We can also assist the supervisor during live chat.)

#### Barnestorm Office

1. Go to **Barnestorm Office > Admin > Employee Security** and select the employee by entering their four digit Barnestorm code, or search for the employee by name.
2. Once the employee is selected you can click the **Locked** button from the top, right corner of the screen. When highlighted it will disable a user from logging into Barnestorm; when not highlighted it will allow the user to login.
3. Click the **Save Complete Employee Security Profile** button.

#### Point of Care

1. For POC users, once an office personnel has unlocked the user profile, the POC user will be able to log in with their correct password and complete a sync. **Note:** This will only work when there's an internet connection.

2. Start a chat so that a Barnestorm rep can complete a rebuild of your database.

TIP: If you have forgotten your password, discontinue trying to login after the second failed attempt (to avoid being locked out). Exit the Login window. Contact your supervisor to get the correct password, then try to login.

I Am Locked Out of Barnestorm POC, What Do I Need To Do?

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51267.aspx>