

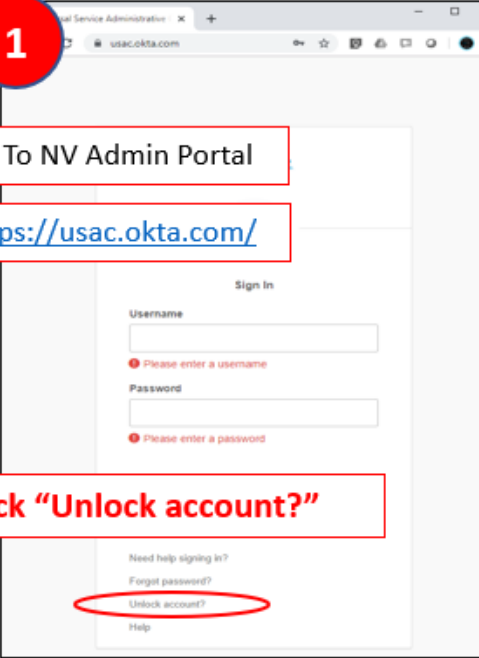
# How to Unlock Your NV Account if Locked Out

**1**

Go To NV Admin Portal

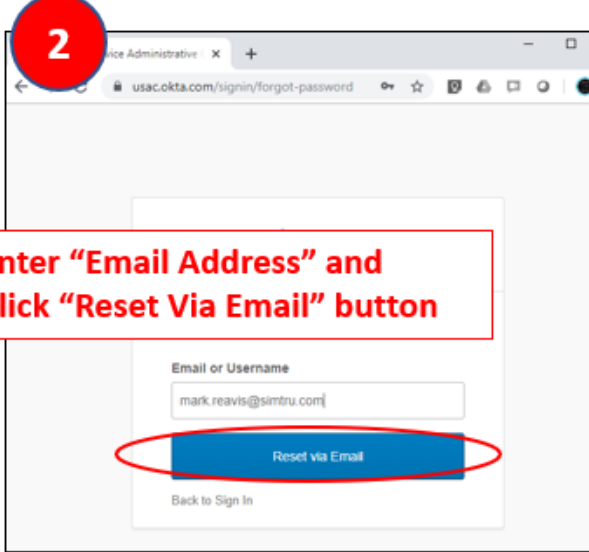
<https://usac.okta.com/>

Click "Unlock account?"



**2**

Enter "Email Address" and Click "Reset via Email" button

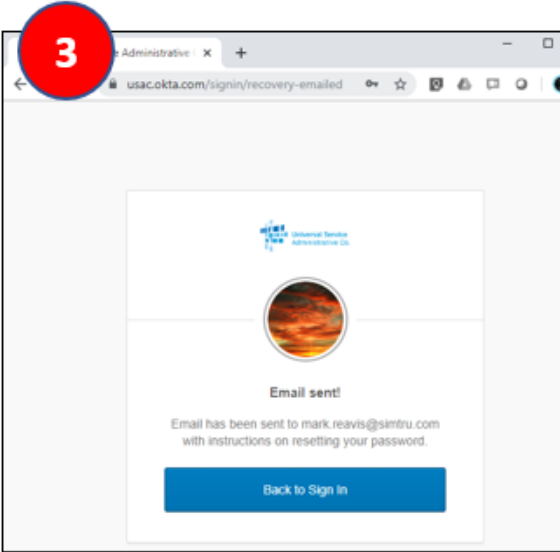


**3**

Email sent!

Email has been sent to mark.reavis@simtru.com with instructions on resetting your password.

Back to Sign In



**4**

Go to your email account and Click Link Provided

USAC <noreply@usac.org> to mark.a.reavis, me

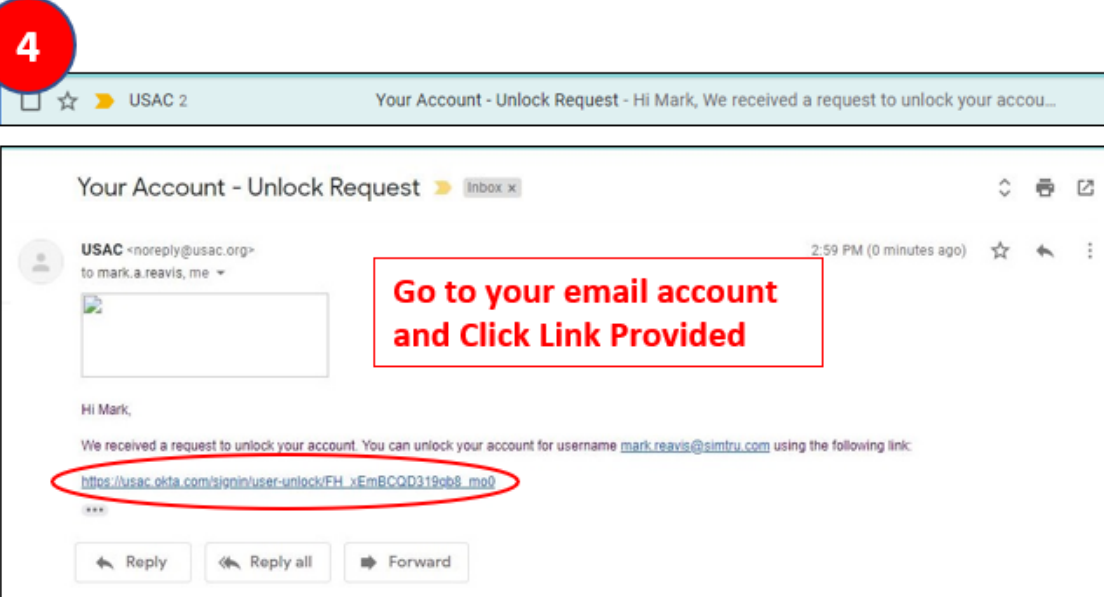
2:59 PM (0 minutes ago)

Hi Mark,

We received a request to unlock your account. You can unlock your account for username [mark.reavis@simtru.com](mailto:mark.reavis@simtru.com) using the following link:

[https://usac.okta.com/signin/user-unlock/FH\\_xEmBCQD319ob8\\_m00](https://usac.okta.com/signin/user-unlock/FH_xEmBCQD319ob8_m00)

Reply Reply all Forward

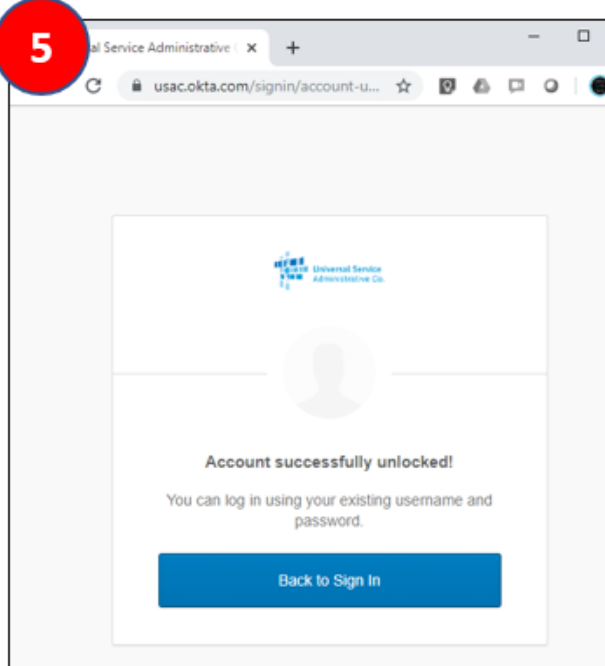


**5**

Account successfully unlocked!

You can log in using your existing username and password.

Back to Sign In



Once you receive "Account successfully unlocked!"

Go back to your "National Verifier Portal" Link

And log in