

Dray Password Manager- Unlock Your Account



Unlock Your Account

If you got locked out of your account, you can unlock it here

If you have seen any messages saying that your account has been locked (see below) then you can use the “Unlock Your Account” button (see above). This does not include being locked out of Web for Students which requires you to contact Dray Helpdesk.

Unable to log you on because your account has been locked out, please contact your administrator.



Enter your HIRAMnet username into the box.

Hiramnet Username

Example: smithjj, NOT smithjj@hiram.edu

You will be prompted to answer your security questions (remember, these answers **are case sensitive**).

Answer the below question(s)


Que: What was the name of your elementary / primary school ?


Ans:

If you do not answer correctly you will receive a message informing you to try again.

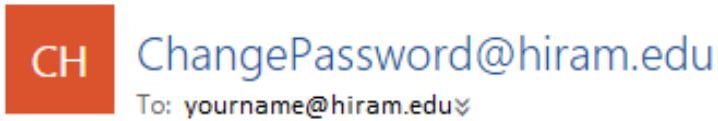
Invalid Answer. Try Again.

Then you will be prompted to choose a verification method to use. Make sure you select either your **personal email** or your **phone number**. The “My Mobile Number” option will only appear if you have set up a number within our system (see “Enrollment” page).

 **My E-Mail Id**

 **My Mobile Number**

You will receive an email or text with your verification code.



Your HIRAMNET verification code is: 22679784.

You have to use this code in the next 5 minutes before it expires.

Enter the code that you received into the box.

Please check your email / mobile phone

A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.

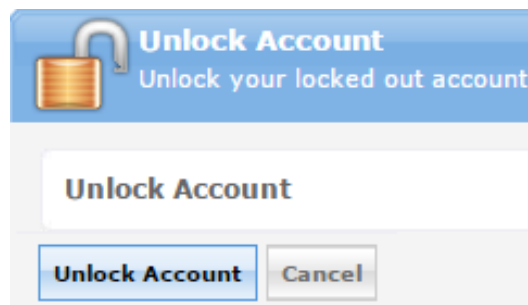
Once you receive the code, enter it in the textbox given below:

Verification Code :

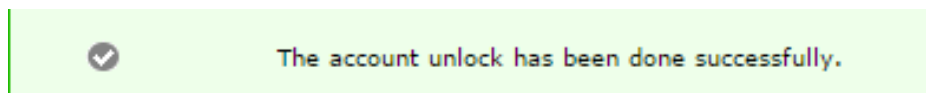
If you enter the wrong code you will see a red box pop up and you will have the chance to enter the correct code again.

Enter the valid verification code.

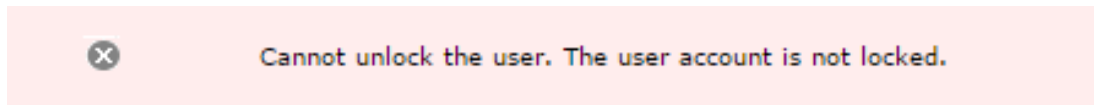
Once you enter the correct code you will see a screen that just requires you to click the 'Unlock Account' button.



You should see a green box pop up saying that your account has been unlocked.



If your account was not locked you will see a red box pop up (see below). If you still receive the message saying that your account is locked please contact the Dray Helpdesk (330)569-5313.



When you complete the process you will receive an email telling you that your account has been unlocked. If you did not unlock your account and receive this message please contact the Dray Helpdesk.

UNLOCK Account Notification



Name, this email confirms that you have successfully unlocked your Hiramnet account.

If you did not just unlock your account, please contact the Dray Computer Center Helpdesk immediately so we can begin an investigation !

Dray Computer Center helpdesk@hiram.edu (330) 569-5313 or extension 5313

You have unlocked your HIRAMnet account!