Blocked 365 Account

1.   Purpose

The purpose of this document is to explain the steps necessary for re-accessing a 365 account that is blocked.

2.   Scope

These procedures pertain to remote users who find that their 365 accounts have been blocked from access. This normally occurs when an account has not been accessed over a long period of time and for security reasons, has been tagged "blocked".

## 3.   Prerequisites

None.

4.   Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at:
https://help.archatl.com/

5.   Procedure

All provided 365 accounts should be accessed at the very least once every 30 days. When an account is not accessed for longer than a within a 30-day period, it may become blocked from access and the user will experience the following screen …..
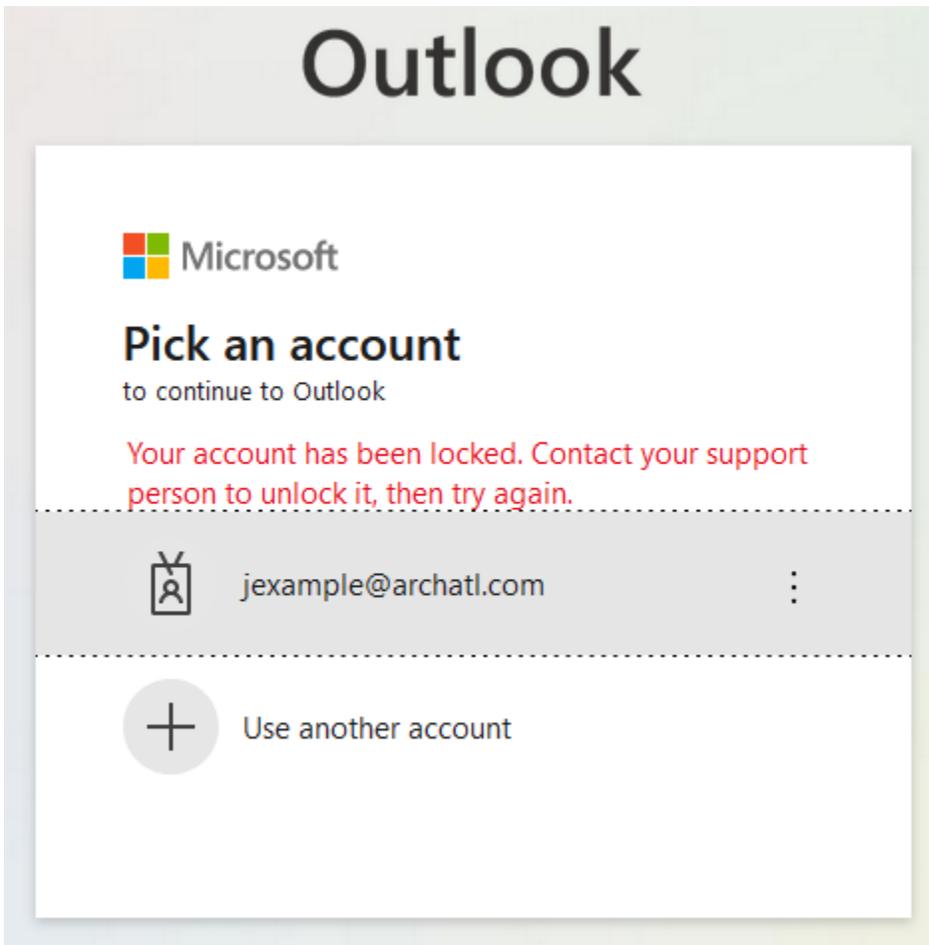
To have your account unlocked / unblocked, please do the following:

1. Open a browser on a PC that has access to the internet and proceed to the IT helpdesk at https://help.archatl.com

2a. If you are a Chancery employee, be sure to have "Signed In" and choose the General Assistance option …

Sign in ➕ General Assistance

2b. If you are a remote user (i.e. remote clergy), simply choose the General Inquiry option …

General Inquiry
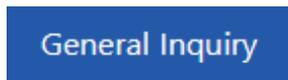
3. Complete the request with as much detail as possible – being sure to include …

- Your full name
- Your account name (i.e. jdoe@archatl.com)
- A way for you to be reached (i.e. a verifiable phone number that is on record)

The IT department will then do their best to reach out to you and work to help you regain access to your account.

6.   References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: https://archatl.zendesk.com/hc/en-us/sections/360006554592-Knowledgebase

7.   Definitions

None.