



## What do I do if lock user codes are not working?

If user codes assigned to a lock are not working when entered into the lock, verify that lock access is enabled for the specific user attempting to unlock the lock.

If a specific code is not working, follow the troubleshooting steps listed below.

### To remove and re-enable a lock user code using the website:

1. Log into your account.
2. Click **Users**.
3. Click  on the desired user.
4. In *Access Control*, click **Lock Access** to disable the user's lock code.
5. In the *Lock Access* dropdown menu, select the lock to remove the user access from.
6. Click **Save**.
7. Click  on the same user.
8. In *Access Control*, click **No Lock Access** to enable the user's lock code.
9. In the *No Lock Access* dropdown menu, select the lock to add user access to.
10. Click **Save**.

**Note:** This resends the user code access command to the lock. Please allow time for the commands to be acknowledged and processed by the lock before attempting to use the code.