

**Security features were updated to help ensure the protection of your Regions OnePass® accounts. This created a new user status called “Staged”. Steps to activate a user profile that is in a “Staged” status are provided below:**

Use Cases	Results
A staged user is logging in to OnePass	<p>The user will see the following OnePass error notification:</p> <p><b>“To protect your security, this request cannot be processed. Please contact your Company Administrator. (PO-27)”</b></p> <p><b>To activate the user in OnePass, the Company Admin must follow the steps below.</b></p>
A OnePass Administrator is viewing the profile of a staged user and clicks on the “Reset Password” button from the User Detail page	<p>A pop-up box will display to the following notification to the OnePass Administrator:</p> <p><b>“This user is not currently active. To activate this user, please click the ‘Activate User’ button, and the user will receive a temporary password.”</b></p>
A OnePass Administrator is viewing the profile of a staged user and clicks on the “Activate User” button.	<p>OnePass will do the following:</p> <ol style="list-style-type: none"> <li>1. Activate the user.</li> <li>2. Reset the user’s password (which will deliver a temporary password to the user).</li> <li>3. If the temporary password fails to send, OnePass will display a pop-up box with the message, <b>“We were unable to deliver the temporary password to &lt;user email&gt;. Please try again.”</b></li> </ol>

## Steps to activate a user from a “staged” status:

1. Log in to OnePass with your User ID and Password.
2. Click on the **OnePass Admin Console**.
3. If you are a Customer Administrator, you will need to complete an authentication challenge.
4. Click on the **Users** tab.
5. Search for user by the following criteria:
  - Name
  - Email Address
  - Company Name
6. Click the **Search** button.
7. Click on the user search results.
8. Click on **Activate User**. This will trigger a temporary password to the OnePass user.
  - If the temporary password fails to send, the admin will see a message dialogue that reads, *“We were unable to deliver the temporary password to <user email>. Please try again.”*