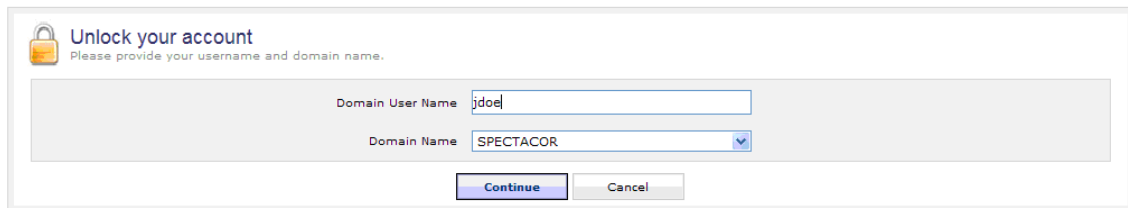


## Self Service: How to Unlock Your Account

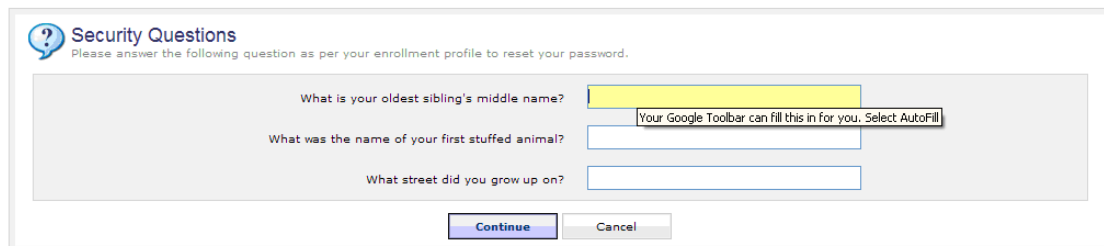
In order to unlock your account, you must already be enrolled in AdManager Self Service by selecting three security questions on the website. For instructions on how to enroll, please refer to the documentation entitled **Self Service How to Enroll**.

1. Open your web browser.
2. Go to the following web page: <http://selfservice.comcast-spectacor.com/>
3. The Self Service home page will load.
4. To unlock your account, select **Unlock Your Account**.
5. Type your username in the **Domain User Name** text box and click **Continue**.




The screenshot shows a web form titled "Unlock your account" with a lock icon. Below the title is the instruction "Please provide your username and domain name." There are two input fields: "Domain User Name" containing the text "jdoe@" and "Domain Name" with a dropdown menu showing "SPECTACOR". At the bottom of the form are two buttons: "Continue" and "Cancel".

6. The three security questions you selected and answered during enrollment will load.



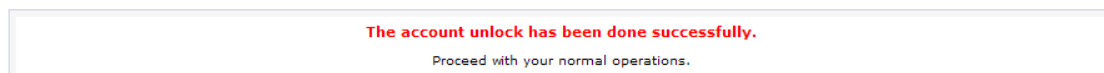
The screenshot shows a web form titled "Security Questions" with a question mark icon. Below the title is the instruction "Please answer the following question as per your enrollment profile to reset your password." There are three text input fields with the following questions: "What is your oldest sibling's middle name?", "What was the name of your first stuffed animal?", and "What street did you grow up on?". The first field is highlighted in yellow and has a tooltip that says "Your Google Toolbar can fill this in for you. Select AutoFill". At the bottom of the form are two buttons: "Continue" and "Cancel".

7. Answer all three security questions and click **Continue**.
8. The Word Verification screen will load. Type the characters you see in the picture and click **Unlock Account**.



The screenshot shows a web form titled "Unlock Account" with a checkmark icon. Below the title is the instruction "Unlock your locked out account:". The form is titled "Word Verification" and contains the instruction "Type the characters you see in the picture below." Below this instruction is a rectangular area containing a distorted image of the characters "4cbd2e" in green. Below the image is a text input field. Below the input field is the text "Letters are not case-sensitive". At the bottom of the form are two buttons: "Unlock Account" and "Cancel".

9. If the account is unlocked successfully, the following screen will appear:



The screenshot shows a message box with a red border. The text inside reads: "The account unlock has been done successfully." in red, followed by "Proceed with your normal operations." in black.

10. Your account is now unlocked.