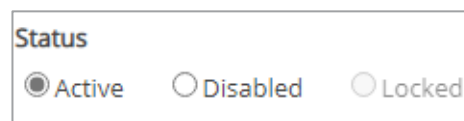# How to Unlock or Reset Passwords for Additional Users (Sub-users)

Users with access to the entitlement called "**Manage Users**" can reset and unlock other sub-users through their Business Online profile with the following steps:

1. From the Main menu, click on your name within the dropdown select **Service Center**.

2. From the Service Center dropdown menu, scroll down until you find **Users**, then select **Users.**

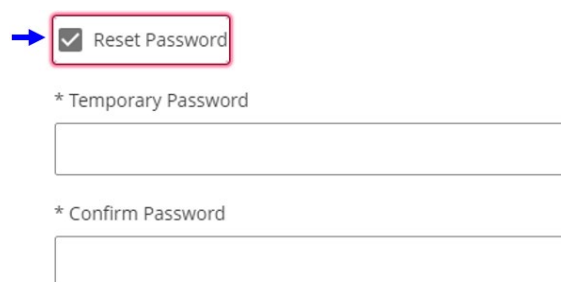3. Locate the user and click the **Edit User** button (small pencil icon to the right of the user's name).

4. Change the user's status to **Active**, if their Password status shows as Locked.

5. If needed, place a check mark next to **Reset Password**, then enter a **Temporary Password** for the user.

6. Click **Save**.

    The user can now log in again. If you changed the user's password, please provide the temporary password to the user for their next login attempt.

    If the user has locked out their security questions, please contact Needham Bank's Business Online assistance.