

Reactivate a Subscriber

Organization Administrators, if a Subscriber is deactivated due to inactivity, you can reactivate their account using these steps:

1. Log in to your [OneHealthPort Administrator Account](#).
2. Click on 'List Users' under 'Organization Menu.'
3. Find the Subscriber. A list of users will appear. Note that all accounts that are disabled appear grayed out.
4. Narrow down your results by searching for the Subscriber using their email at the top of the page.
5. Highlight the Subscriber row, and click Reset Password at the top. This will reactivate their account.