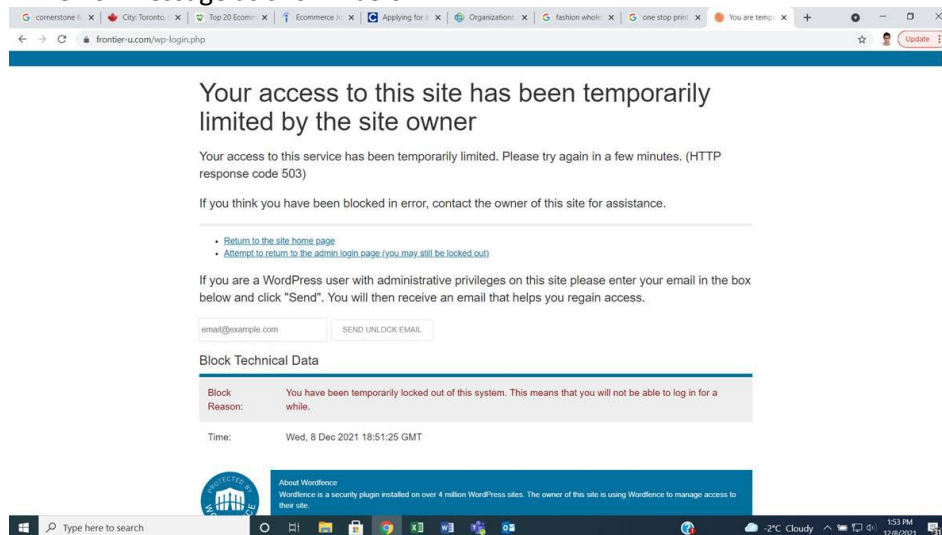


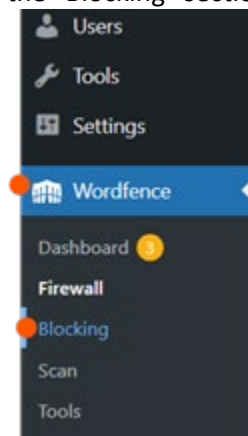
Frontier-U Users: blocked out of the website:

When someone sends a message that they've been locked out/or the page isn't available for them to view etc. This is what you do:

1. If a Frontier-U user messages you that they have been locked out of the site, usually getting an error message as shown below:



2. Ask the user via email what their IP address is (they can find this by simply typing into the Google search bar: "what is my IP address?")
3. From the dashboard, along the left-hand menu go to the Wordfence option (near the bottom)
4. Choose the "Blocking" section:



5. Match the IP address on this page with the one the user gives you and select "unblock" at the top:

Current blocks for www.frontier-u.com Show Wordfence Automatic Block

Filter by Type, Detail, or Reason FILTER UNBLOCK MAKE PERMANENT EXPORT ALL IPS

<input type="checkbox"/>	Block Type	Detail	Rule Added	Reason	Expiration	Block Count	Last Attempt
<input type="checkbox"/>	Lockout	70.71.121.187	May 27, 2022 1:28 am	Exceeded the maximum number of login failures which is: 4. The last username they tried to sign in with was: 'jwang@frontierscs.com'	July 26, 2022 1:28 am	8	May 27, 2022 11:30 am
<input checked="" type="checkbox"/>	Lockout	24.72.120.137	May 25, 2022 4:35 pm	Used an invalid username 'BCournoyer' to try to sign in	July 24, 2022 4:35 pm	2	May 25, 2022 4:36 pm
<input type="checkbox"/>	Lockout	20.127.99.79	May 6, 2022 4:33 pm	Used an invalid username 'cliffsburgofficial' to try to sign in	July 5, 2022 4:33 pm	1	May 6, 2022 4:33 pm

- Send an email back to the user verifying that it works for them.