

Portal User Deactivated due to Inactivity

For security purposes, ISS Portal Users are subject to deactivation after a certain period of time:

- Support Staff are subject to deactivation after **3 months of inactivity**
- Participants, COS, Brokers, and all other Portal users are subject to deactivation after **6 months of inactivity**

To ensure your account stays active, login to the Portal at least once within these time spans.

How do I reactivate my Portal User Account?

You will be notified at the login page if your account is inactive. As per the banner message, please reach out to websupport@issny.org.

The image shows a screenshot of the ISS Portal Login page. At the top, there is a red banner with the text: "Your account is inactive, please contact WebSupport@issny.org." Below the banner is the "PORTAL LOGIN" header. The main content area features the ISS INDEPENDENT SUPPORT SERVICES INC. logo with the tagline "Make your Own Path". There are two input fields: "EMAIL" and "PASSWORD". The "EMAIL" field is empty. The "PASSWORD" field contains several dots and has a blue eye icon to its right. Below the input fields is a black "LOGIN" button. At the bottom, there are two links: "[Forgot your password?](#)" and "[Need help logging in?](#)".

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