

# Portal User Deactivated due to Inactivity

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

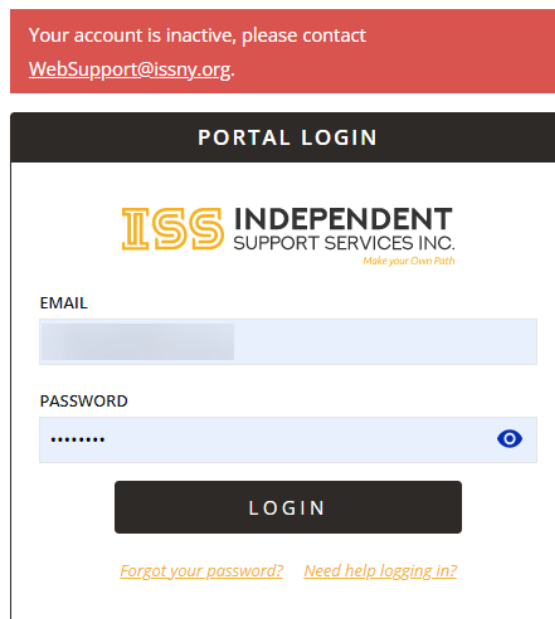
- Support Staff are subject to deactivation after **3 months of inactivity**
- Participants, COS, Brokers, and all other Portal users are subject to deactivation after **6 months of inactivity**

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

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## 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](mailto:websupport@issny.org).



The screenshot displays the ISS Portal Login interface. At the top, a red banner contains the message: "Your account is inactive, please contact [WebSupport@issny.org](mailto:WebSupport@issny.org)." Below this is the "PORTAL LOGIN" header. The main content area features the ISS logo and the text "INDEPENDENT SUPPORT SERVICES INC. Make your Own Path". There are two input fields: "EMAIL" and "PASSWORD". The "PASSWORD" field is masked with dots and includes a toggle icon. A black "LOGIN" button is positioned below the fields. At the bottom, there are two links: "Forgot your password?" and "Need help logging in?".

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Update 08/10/2023

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🕒 Revision #8

★ Created Fri, May 5, 2023 8:48 PM by [Matthew Baluyot](#)

✎ Updated Mon, Dec 4, 2023 6:02 PM by [Elizabeth Lukan](#)