Locked directory account

lindaw1
New Member

Posts: 1

Joined: Mon May 20, 2019 2:30 pm

#1

by **lindaw1** » Mon May 20, 2019 2:34 pm

My account has an orange line around it and displays an orange lock, how do I unlock it?

Also. how do I shrink the map, I would like to see more of the directory and only pull up the map when I need it?

russellhltn
Community Administrator

Posts: 34811

Joined: Sat Jan 20, 2007 2:53 pm

Location: U.S.

Re: Locked directory account

#2

by **russellhltn** » Mon May 20, 2019 3:08 pm

I assume you're talking about the "Ward Map and Directory".

The lock indicates a privacy level. You can change yours by clicking on your household, and then on the edit icon (a blue circle with a pencil). Then at the top, switch to "Privacy".

Have you searched the **Help Center**? Try doing a Google search and adding "site:churchofjesuschrist.org/help" to the search criteria.

So we can better help you, please edit your Profile to include your general location.

jdlessley
Community Moderators

Posts: 10049

Joined: Mon Mar 17, 2008 12:30 am

Location: USA, TX

Re: Locked directory account

#3

by **jdlessley** » Mon May 20, 2019 7:46 pm

> lindaw1 wrote:Also. how do I shrink the map, I would like to see more of the directory and only pull up the map when I need it?

Currently the frames for the map and the directory are fixed. We suggest that you provide feedback through the feedback link found at the bottom on many churchofjesuschrist.org (formerly lds.org) web pages. For some reason the footer with the links, such as the feedback link, are not part of the CSS for the Ward Directory and Map page.

JD Lessley

*Have you tried finding your answer on the ChurchofJesusChrist.org **Help Center** or **Tech Wiki**?*

mevans
Senior Member

Posts: 2066

Joined: Tue May 22, 2012 1:52 pm

Location: California, USA

Re: Locked directory account

#4

by **mevans** » Sun May 26, 2019 3:40 pm

To send Feedback to the directory team, click on the (?) icon on the upper-right of the directory. The left panel changes to Help. The second link down is "Send Feedback."

I send one feedback, but I don't think the person that got my communication understood. There are many Directory/Map things about which I want to send feedback again through this different channel to see if it gets any results.

Erichzone
New Member

Posts: 1

Joined: Sat Feb 10, 2024 11:15 pm

Re: Locked ward directory account

#5

by **Erichzone** » Thu Feb 15, 2024 3:09 am

After trying to "unlock" my ward directory name which was in orange and had a padlock symbol on it.

Then reading several comments on how to "unlock" my profille so that the ward members could see it

I finally "unlocked" it by going to switching the tab from "ward member" or "ward or stake presidency" to "stake member" and it unlocked my profile from orange letters to black and no longer a padlock icon beside my name.

There are several tabs in each section like the household and other sections which have the tabs to switch to "stake members " so you have to hunt them in all your profile tabs

I don't know why anyone mentions a privacy tab which I never saw so that option was never available to me.

So try my simple way of switching every tab from "ward member" or "ward and stake presidency" to "stake member"

BrianEdwards
Senior Member

Posts: 1167

Joined: Sun Oct 30, 2016 10:42 pm

Location: Michigan

Re: Locked directory account

#6

by **BrianEdwards** » Thu Feb 15, 2024 11:52 am

> I don't know why anyone mentions a privacy tab which I never saw so that option was never available to me.

Those posts were all from 5 years ago, and the Church has changed the functionality and user interaction since then. But it's good that you posted your results, that will help anyone else finding this thread in 2024, to hopefully follow what you did successfully.
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