

# How To Reset a Users Password

## From System Administration

### How to get there?

Click on System Administration (1). Then with your cursor hover over System Administration (2) then Users (3) then click on Manage Users (4).

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### What to do?

- Search for your employee by inserting the employee's details using the search box (1).
- Click on Search (2).

Search

Schema

Category

Employee Number

Bangalore

Employee Name

Username

1

2

Search

Clear

Add New User

Delete

Send Welcome Notification to New Users

- Click on Action (3). A small windows will open.
- Click on View / Edit (4). You will be navigated to a new screen.

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Select one of the three options:

- Send the user a link so that they can reset themselves (1).
- Reset user password and display it here (2).
  - When this option is selected the new password will display on your screen.
- Reset user password, display it here and send them a notification (3).
  - When this option is selected the new password will be displayed on your screen and the employee will receive an email about the password reset.
- Once you have selected your option you can now click on Reset User Password (4).

User Details

<b>Disable User</b> <input type="checkbox"/>		<b>Login Attempts</b> <table><tr><td>Status</td><td>Unlocked</td></tr><tr><td>Current Attempt</td><td>0 / 3</td></tr><tr><td>Last Successful</td><td>2019/03/18</td></tr><tr><td>Last Failed</td><td>N/A</td></tr></table>	Status	Unlocked	Current Attempt	0 / 3	Last Successful	2019/03/18	Last Failed	N/A
Status	Unlocked									
Current Attempt	0 / 3									
Last Successful	2019/03/18									
Last Failed	N/A									
Schema Administrator	<input type="checkbox"/>									
System Administrator	<input type="checkbox"/>									
User Name	Bangalore									
Employee	Bang Lore (Bangalore)									

**Reset User Password**

- ☒ Send the user a link so that they can reset themselves
- ☐ Reset user password and display it here
- ☐ Reset user password, display it here and send them a notification
- Reset User Password**

## By Using The Forgot Password Link

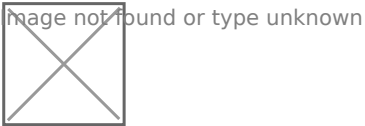
- Navigate to the Sign In screen (1).
- Click on Forgot your password button (2).

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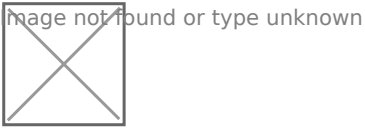


- Enter your Username (3).

- Then click on Reset Password (4).

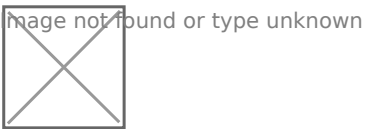


- Enter your ID / Passport Number (5).
- Click on Reset Password (6).



- You will be able to enter your New Password (7).
- Confirm your New Password (8).
- Click on Update Password (9).

Please Note: We recommend having characters in a combination of upper and lower case letters, numbers and special characters. For example: P@ssw0rd12#.



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