

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).

image not found or type unknown

image not found or type unknown

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

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.

image not found or type unknown



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

Disable User <input type="checkbox"/>		Login Attempts <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
-

By Using The Forgot Password Link

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

image not found or type unknown



- Enter your Username (3).

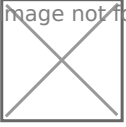
- Then click on Reset Password (4).

image not found or type unknown



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

image not found or type unknown



- 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#.

image not found or type unknown



Revision #1

Created 28 March 2021 16:41:26 by Lizette Lotter

Updated 31 March 2021 15:52:03 by Lizette Lotter