

RESET A USER'S PASSWORD

Follow the steps below to reset a user's password.

1. Click the *Admin* tab on the navigation toolbar. The screen will refresh and display the **Admin Dashboard**. (See Figure 1-26)

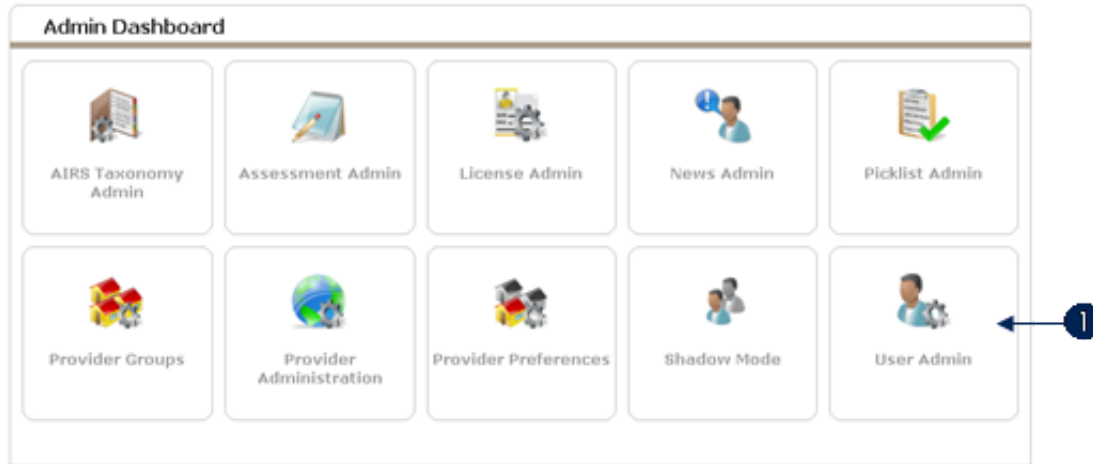


Figure 1-26

2. Click **User Admin**. **(1)** The **User Search** screen will display. (See Figure 1-27)

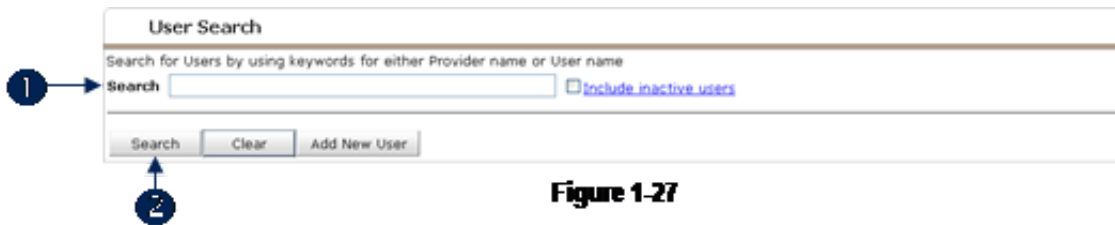


Figure 1-27

3. Enter key words in the **Search (1)** field to locate the user and click **Search (2)** (See Figure 1-28)











User Search Results						
	User ID	Username	Name	Provider ID	Provider Name	Access Level
	643	bmac	Bill McKinley	82	Bowman Center	Case Manager II
	639	rhayes	Rudy Hayes	3038	Bowman Help Center	System Admin II
	159	SVPDELETED_159	BIS Employee	0	Bowman Systems, LLC	System Admin II
	637	dbowman	David Bowman	0	Bowman Systems, LLC	System Admin II
	642	gvalcho	George Valcho	0	Bowman Systems, LLC	System Admin II
	640	marsha	Marsha Blankenship	0	Bowman Systems, LLC	System Admin II
	644	testa	Test Account	0	Bowman Systems, LLC	Volunteer
	13	SVPDELETED_13	BIS Employee	30	CENTERPOINT	Agency Admin
	11	SVPDELETED_11	BIS Employee	30	CENTERPOINT	System Admin I

Figure 1-28

4. **User Search Results** will display. Click the **Edit** icon  next to the user that requires a password reset. **(1)** (See Figure 1-29)

User Information Enter Data As Groups

User ID: 643

Provider*: Bowman Center (82) Search My Provider Clear

Has SP License: No

Name*: Bill McKinley

Title: President

E-mail: bmac@bowmancenter.com

Telephone: 555-555-5555




User Name*: bmac

Password*: ***** Generate Password **(1)**

Password must be 8-50 characters long with at least two numbers or symbols.

Password Expiration: Tuesday, June 9, 2009

Role: Case Manager II

User Expiration:   

Status: Active Inactive

Time Zone: US/Eastern

Consecutive Bad Logins: 0 Reset **(2)**

Last Login: User has never logged in

Has Accepted EULA: No

Save **(3)** Save & Exit **(4)** Exit **(5)**

Figure 1-29

5. Click **Generate Password** to create a new password for the user. **(1)** Click **Reset** to return the **Consecutive Bad Login** count to zero. **(2)**
6. Click **Save** to retain the changes, **(3)**, click **Save & Exit** to retain the changes and return to the previous screen. **(4)** Click **Exit** to return to the previous screen without retaining the changes. **(5)**