

Quick Reference Guide: Edit User and Reset Password

Edit User is a new function included in the September 23, 2016 release. You can now:

- Edit a user account to change name, email address, or employer. You cannot change the username.

Step 1: Open User Permission Page

1. Click Admin module. The User section is selected by default.
2. Search for user by last name or username and select.

Step 2: Open Edit User Popup

1. Click the Edit User button to open the Edit User popup.

Step 3: Make and Save Changes

1. Make all necessary changes.
2. Click Save.

NOTE: You cannot change the username. It will not change even if you modify the first and/or last name.

The Change Password button has been replaced with the Reset and Send tool in the September 23, 2016 release. Follow the instructions below to reset a user's password and notify the user via email of the change. Administrators will no longer manually change a user's password. Passwords are now automatically generated and known only to the user. The Reset and Send tool is disabled if the user is inactive or if the user does not have an email address recorded. You must record and save a valid email address on the Edit User popup before you can reset and send a new password.

Step 1: Open User Permission Page

1. Click Admin module. The User section is selected by default.
2. Search for user by last name or username and select.

Step 2: Reset and Send Password

1. Click the lock icon to open the Reset Password and Send Email popup. (If the lock is disabled, it means the user is not active or is missing an email address).
2. Confirm that the email shown in the popup is the correct email address for this user. (If it is wrong, click Cancel and click Edit User to record the correct email address).
3. Click Reset and Send. User will receive an email with username and temporary password which is valid for 72 hours.



Enabled



Disabled