



Resetting a User's Password

Department:

Customer Support

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NAME OF PROCESS

Resetting a User's Password

Use Case / Objectives

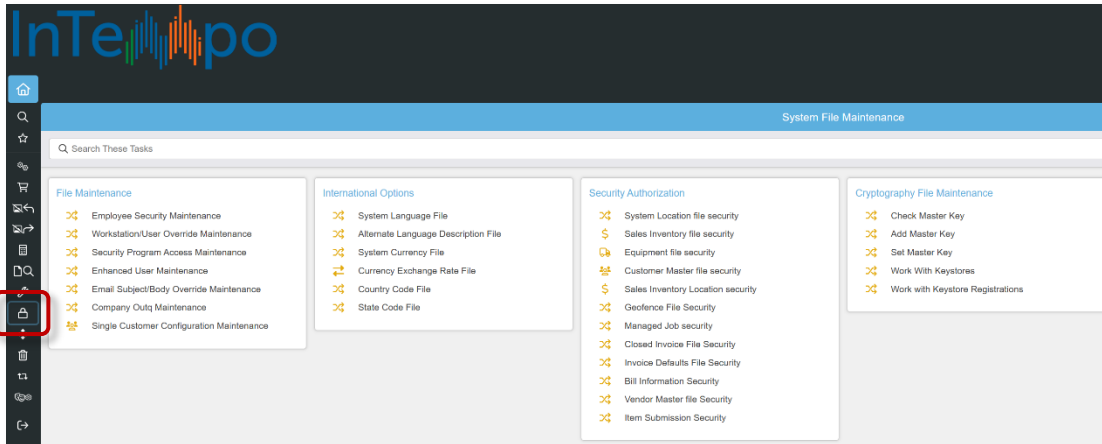
At times you may need to reset a password for an employee, this document walks through the steps of performing a password reset.

Menu options to access:

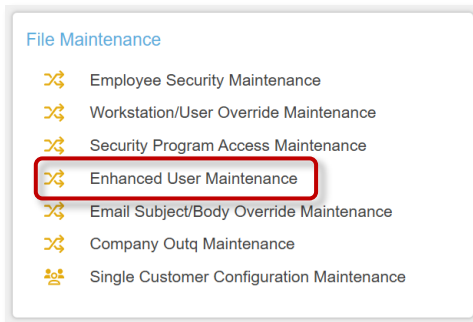
System File Maintenance > Employee Security Maintenance

Resetting a Password in Roleplay

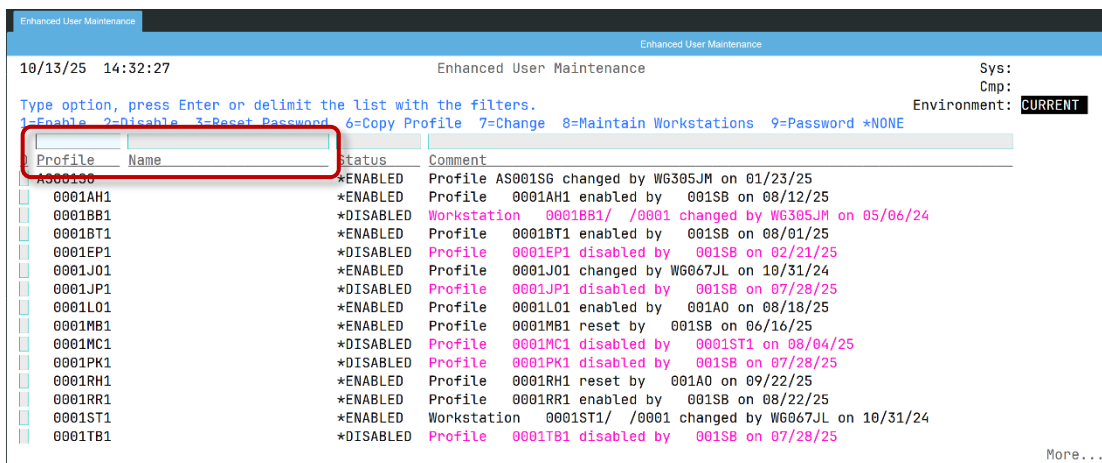
1. Log into the [Roleplay Environment](#) using your credentials.
2. From the left toolbar, click on the System File Maintenance Menu.



3. In the File Maintenance section, click on Enhanced User Maintenance.



4. Using either the profile or the name field(s) search for the user, or you can scroll through the list.



5. To the left of the user's profile type a 3 in the 0 column.
 - a. Press enter.

Type option, press Enter or delimit the list with
1=Enable 2=Disable 3=Reset Password 6=Copy Pr

0	Profile	Name	Status
	001JF		*DISABLED
	001JM		*DISABLED
	001JMPY		*DISABLED
	001JN		*ENABLED
	001KA		*ENABLED
	001LA		*DISABLED
3	001LD		*ENABLED
	001PA		*ENABLED
	001PP		*ENABLED
	001RH		*ENABLED

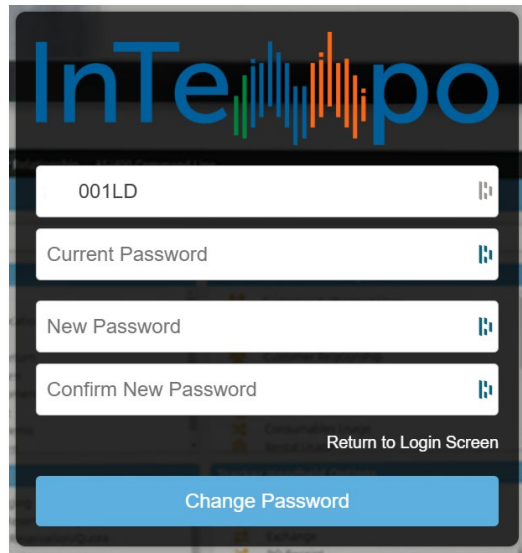
6. The system will produce the user's temporary password at the bottom of the screen.
 - a. Make sure to copy this temporary password and send it to the user before exiting this screen.

```
001LD has been reset. Password ==> M521
```

7. Once the user logs in with their username and temporary password, a message will populate saying that the account has an expired password.
 - a. Click on Change Password.

The screenshot shows the InTe|||po login interface. At the top, the InTe|||po logo is displayed. Below it, a red error message reads: "Host account ' 001LD' has an expired password." There are two input fields: "User Name" and "Password", both with a blue eye icon to the right. A blue "Log In" button is at the bottom. A red box highlights a "Change Password" button located to the right of the "Password" field.

8. The Current Password is the temporary password generated during this process. The user will now be able to change their password to whatever they prefer.



The screenshot shows a mobile application interface for changing a password. At the top is the InTe|||po logo. Below it are four input fields: the first contains '001LD', the second is labeled 'Current Password', the third is labeled 'New Password', and the fourth is labeled 'Confirm New Password'. Each field has a small icon on the right. Below the fields is a link that says 'Return to Login Screen'. At the bottom is a large blue button labeled 'Change Password'.