

How to Reset User Password

This work instruction document covers how to reset the password of an active user as an Account Admin or Primary User. Note only Account Admins and Primary User can reset user passwords.

	WORK INSTRUCTION (STEP-BY-STEP)	Work Instruction conventions: <ul style="list-style-type: none"> All field, page, section, tab, and button names appear in bold font. All fields are required to be completed unless indicated otherwise.
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Add a New User

Roles:	Account Admin and Primary User
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1. From the **Hazardous Waste Registry Homepage**, click your username at the top right to show the drop-down list.

Note: In this example, the user's name is Demo Store.

2. Select **Manage Users**.

*The **Manage Users** page displays.*

3. In the Active Users table, click **Reset Password** on the row for the user you want to deactivate.

Timmy Tom	test@test.com	Hazardous Waste	Edit Reset Password Disable
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4.	<p>Click Confirm.</p> <div style="border: 1px solid gray; padding: 10px; margin: 10px auto; width: 80%;"> <p>Reset User Password</p> <hr/> <p>This user will receive an email prompting them to set a new password. The link will expire after 24 hours. They will not be able to log into the Registry until they set a new password.</p> <p style="text-align: center;"> Cancel Confirm </p> </div>
5.	<p>The user's password has now been reset. They will receive an email with a password reset link that will expire within 24 hours. If the link has expired, you can click Reset Password again.</p>