

Resetting a User Password

To reset a user password, complete the following steps:

1. From the **Administration** tab, select **User Administration>Manage Users**. The *Step 1 of 2 Select a User* page appears.
2. Select the user profile radio button for the password you want to reset.
3. Click **Reset Password** as shown in Figure 1. The *Step 2 of 2 Review User Profile for Password Reset* page appears.

Figure 1. Step 1 of 2: Select User Profile

The screenshot shows a web application window titled "Manage User" with a sub-header "Step 1 of 2: Select a User". Below the header, it says "Select a User for action" and "Showing 1 - 2 of 2 Records". A table with the following columns is displayed: "Select", "OTC Endpoint", "ALC+2", "User ID", "User Name", "Active", and "Locked". The first row has a radio button selected (highlighted with a red box), "E1", "0000303TT", "cccpe19", "ChicaAA CCOper", a checkmark in the "Active" column, and a checkmark in the "Locked" column. The second row has an unselected radio button, "E1", "0000303TT", "lcllop04", "LarryD CCLop", a checkmark in the "Active" column, and a checkmark in the "Locked" column. At the bottom of the window, there are several buttons: "Cancel", "Activate/Deactivate", "Unlock Account", "Reset Password" (highlighted with a red box), and "Print User List".

4. Verify the following user's profile password should be reset and click **Submit**. A *Confirmation page* appears presenting the user profile's temporary password.



Application Tips

- You can only reset one user password at a time.
- Communicate the User ID and temporary password and provide it to the appropriate user. The User ID is the same as the one used to access OTC Online.



Additional Buttons

- Click **Return to View User Profile List** to return to the View User Profile List for that terminal.
- Click **Return Home** to return to the OTCnet Home Page.