



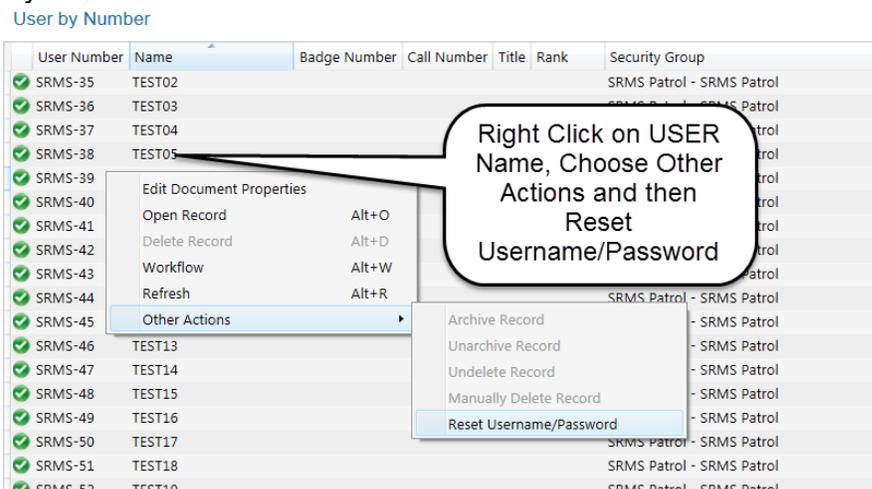
TRAINING BULLETIN #11

Resetting Passwords for Other USERS

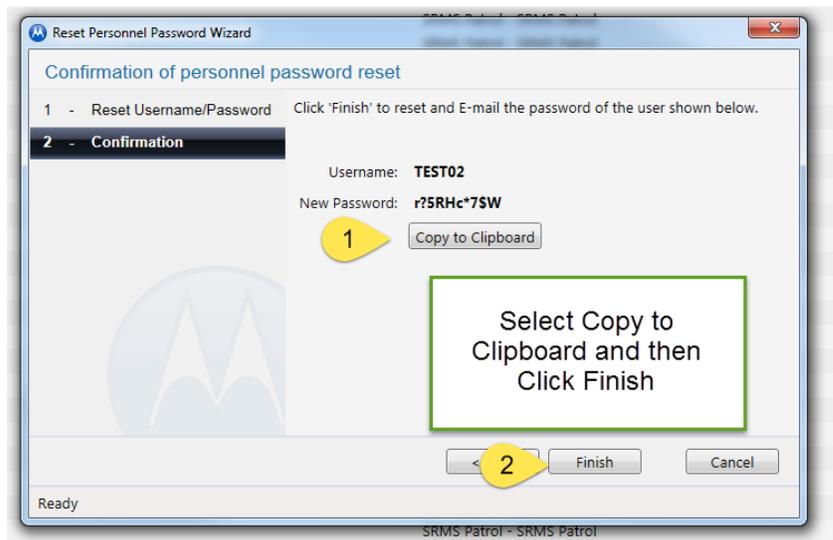
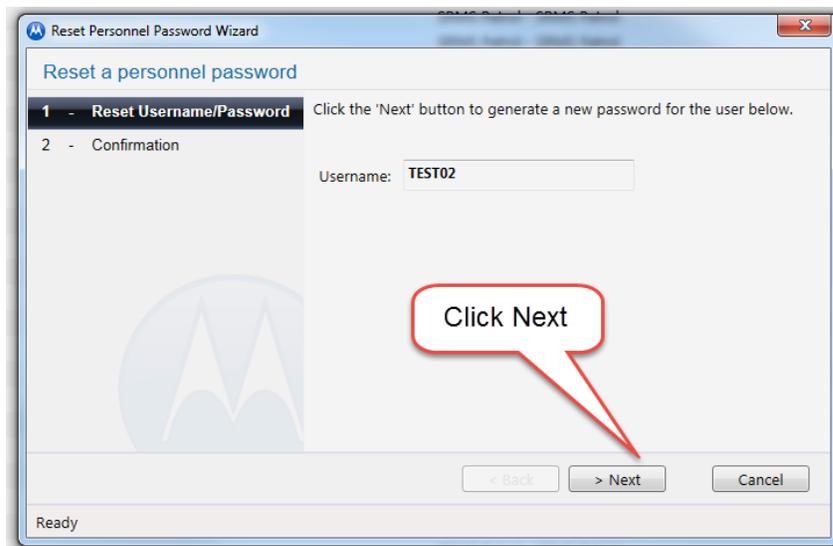
In every agency there is a designated group(s) that has the ability to reset passwords for other USERS. In larger agencies, this is usually the SRMS Administrator and personnel with the rank of Lieutenant and above. In smaller agencies, the SRMS Administrator and Sergeants usually have this ability. We are always able to reset passwords Monday through Friday; however, on the weekends USERS may want to contact the person(s) in their agency that has this ability.

Below are step by step instructions on how to reset passwords for those groups that have permissions to do so.

- Open the USER Management Module, found under the System Configuration Heading
- Find the USER in the list (Click On Name Heading to sort column alphabetically)
- Right Click on the name
- Choose 'Other Actions'
- Choose 'Reset Username/Password'
- Click 'Next' once Username window pops up
- Click on 'Copy to Clipboard' in the next window (or write down the complex password) and then click 'Finish'
- Email USER their new password by pasting the password that was copied in this process
- User will then be able to log in with new password and reset their own password at the top of the lobby screen



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- Write down the New Password and supply it to the USER or paste the password into an email for the USER. The user will then be able to login using the new password, and reset their own password at the top of the lobby screen.

If you have any questions regarding the system, please contact the SRMS staff at:

(517) 335-SRMS (7767)

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