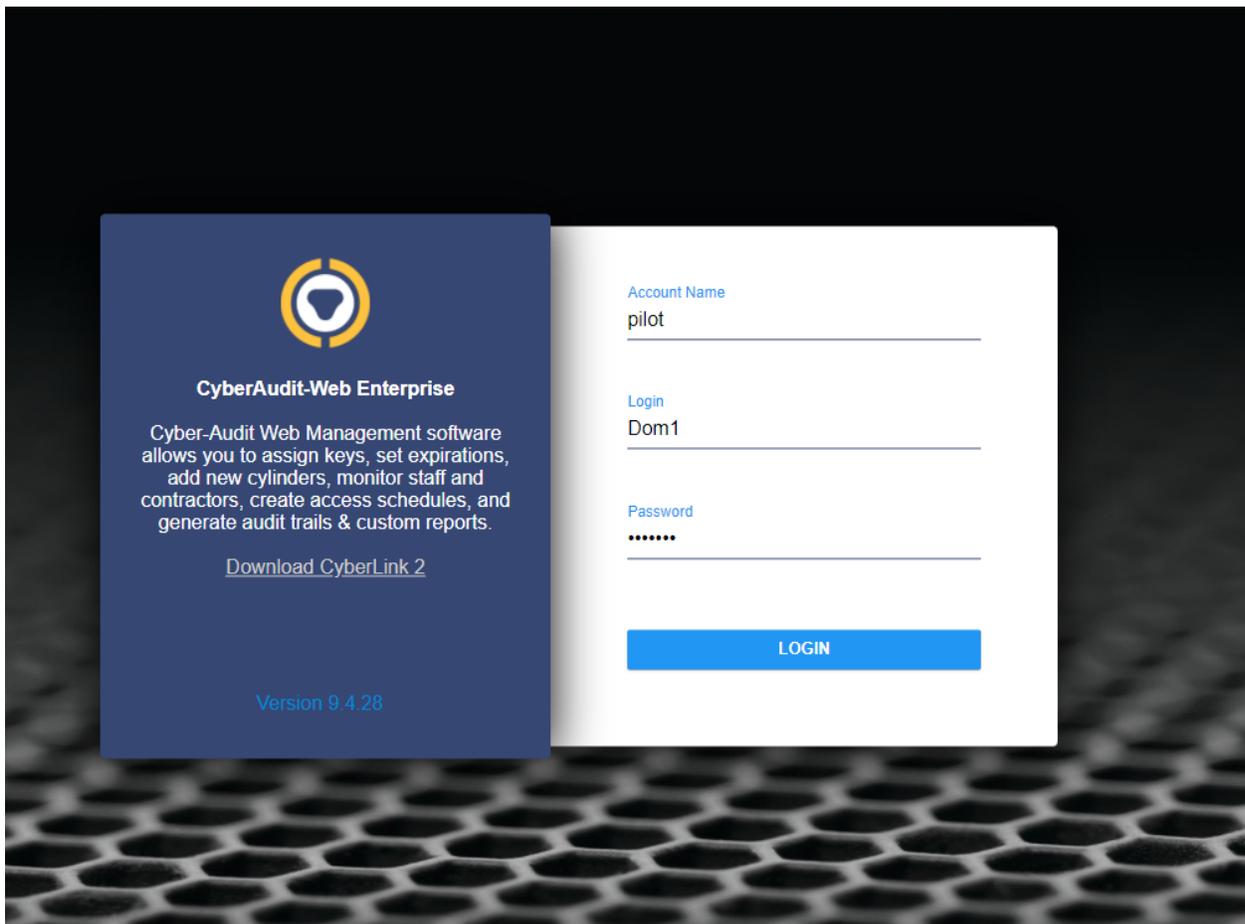


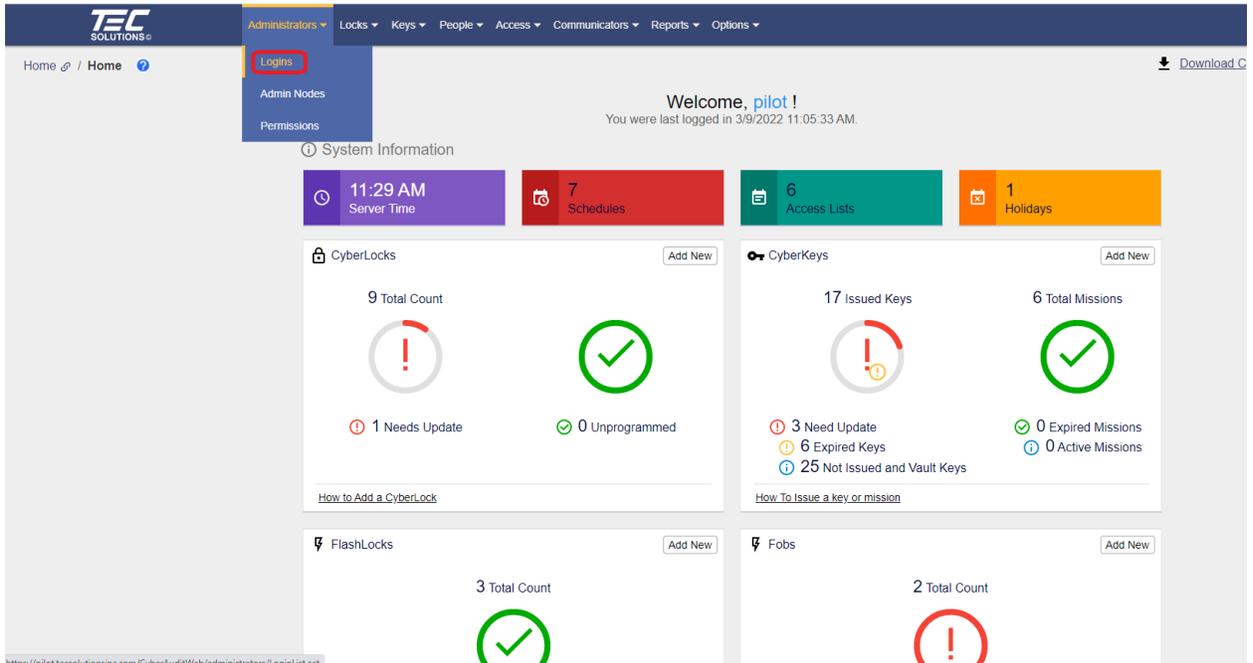


How to reset a user password

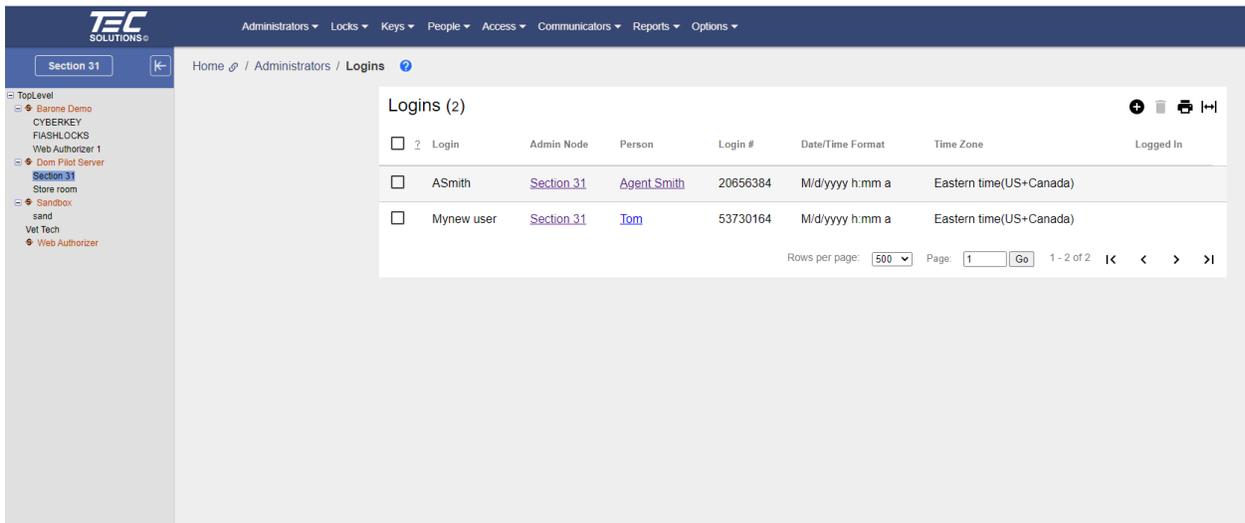
To get started an administrator should log on to the CyberAudit Website.



Then select logins under the Administrators menu



This will bring you to the page to add and edit logins. Please note the left side has what we refer to as “Admin Nodes”. You will want to select the proper node to display the user you wish to edit. See the image below for an example.



You will left-click on the person's name, and choose properties.

Home / Administrators / Logins

Logins (2)

<input type="checkbox"/>	Login	Admin Node	Person	Login #	Date/Time Format	Time Zone
<input type="checkbox"/>	ASmith	Section 31	Agent_Smith	20656384	M/d/yyyy h:mm a	Eastern time(US+Canada)
<input type="checkbox"/>	Myr	Section 31	Tom	53730164	M/d/yyyy h:mm a	Eastern time(US+Canada)

Rows per page: 500 Page: 1 Go 1 - 2 of 2

Then you will click on change password and enter in the user's new password.

Password

Force password change next login

Change Password

Password

Confirm

AUTO GENERATE

Web Service Security

Use this login for web services only

The new password is:

Date/Time Preference

Order Separator Digits in year Time Format

SAVE **CANCEL** / 4 12-hour clock 24-hour clock

TIME ZONE

You also have the option to force the user to reset their password from the password you set on the next log in.

Suspend Login

Password

Force password change next login
 Change Password

Password

Confirm

AUTO GENERATE

Date/Time Preference

Web Service Security

Use this login for web services only
The new password is:

Troubleshooting issues

If you are unable to reset a password. It could be a permission issue.
Reach out to your administrator to assist. If you are the administrator and still having issues.
Please contact Tec Solutions Support via our support portal:
<https://support.tecsolutionsinc.com/>.