

SECURITY

USER MANAGEMENT - RESET PASSWORD

Ribbon Access: Security > User Management

502	Ŧ		BPO Configurator : Version 1.1.0.1 - Example Company											×
222	Accounts	Call Centre	Company	Contract	Departments	Human Resources	Inventory	Reporting	Sales	Scheduling	Security	Services	Static Data	
Juser Mar	nagement	User and Group Security	Grid Captions	Re-Register BPO										
		Processing												

1. The *User Management* screen will be displayed.

SELECT USER GROUP

- Click on the *expand* button in the *row* of the *group* which contains the *user* whose password need to be reset.
 - In this image, the *ADMN* Administration group has been selected.





SELECT USER

- 1. The *Users* frame will be expanded.
- 2. Click anywhere in the *row* of the user whose password needs to be reset.
- 3. Click on *Edit*.



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Group Add U	Jser Edit	Save Layout Worl	kspaces Save Filter	Refresh		
serName	Description		Status	1		
		3				
ACAD	Accounts A	Administration	A			
ACMA	Accounts M	lanagement	A	1		
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Y	2					1
Abigail		Abigail Milne ator Admin Admin		A2		
Adminis	trator			A		
Biancau		Bianca Du Toit		A		
BROSVE	Developmin CO2 Mai			A		
CO3LooService		CO3 MailLogService		A		
DebbieL		Debbie Lugar	-	A		
GaryT		Gary Titan		A		
JakeS		Jake Starfield		A		
JohnTw		John Twain		A		
JudithM		Judith Mudzengi		A		
KarlienY		Karlien Young		A		
Klopper	Ą	Andre Kloppers		A		
CCAD	Call Centre	Administration	A			
CCMA	Call Centre	Management	A			
CRAD	CRM Admir	histration	A			
CRMA	CRM Mana	gement	A			
CTAD	Contracts	Administration	A			
CTMA	Contracts	Management 2	A			
CTMA1	Contracts	Management 1	A			
FNMA	Financial M	lanager	A			

RESET USER PASSWORD

The *Maintain User* screen will be displayed.

- You can check the *User Details* frame to ensure that you have selected the correct user.
- Click on *Reset Password*.



	Maintain User - E	BPO Configurator : '	Version 1.1.0	1 - Example	Compa	ny			-		\times
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SAVE USER RESET

- 1. A *User Administration Password Reset* message box will pop up informing you;
 - The password of user [] has been reset to 'P@ssword123'
- 2. Click on OK.



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- When you next open *BPO2* or the *BPO Configurator*, you will initially need to use the *default* password: P@ssword123 to log in.
- Once logged in, use the process as explained in <u>Create New Pass-</u> word to select a *new* and *unique* password.

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