

Resetting Password (W5)

[This version is superseded. Click here to view the latest guide.](#)

PURPOSE

This document shows the detailed procedures on resetting password for users of the system.

WHY IS THIS IMPORTANT?

This is important so administrators of the system can reset password of other users using the system.

PROCEDURE

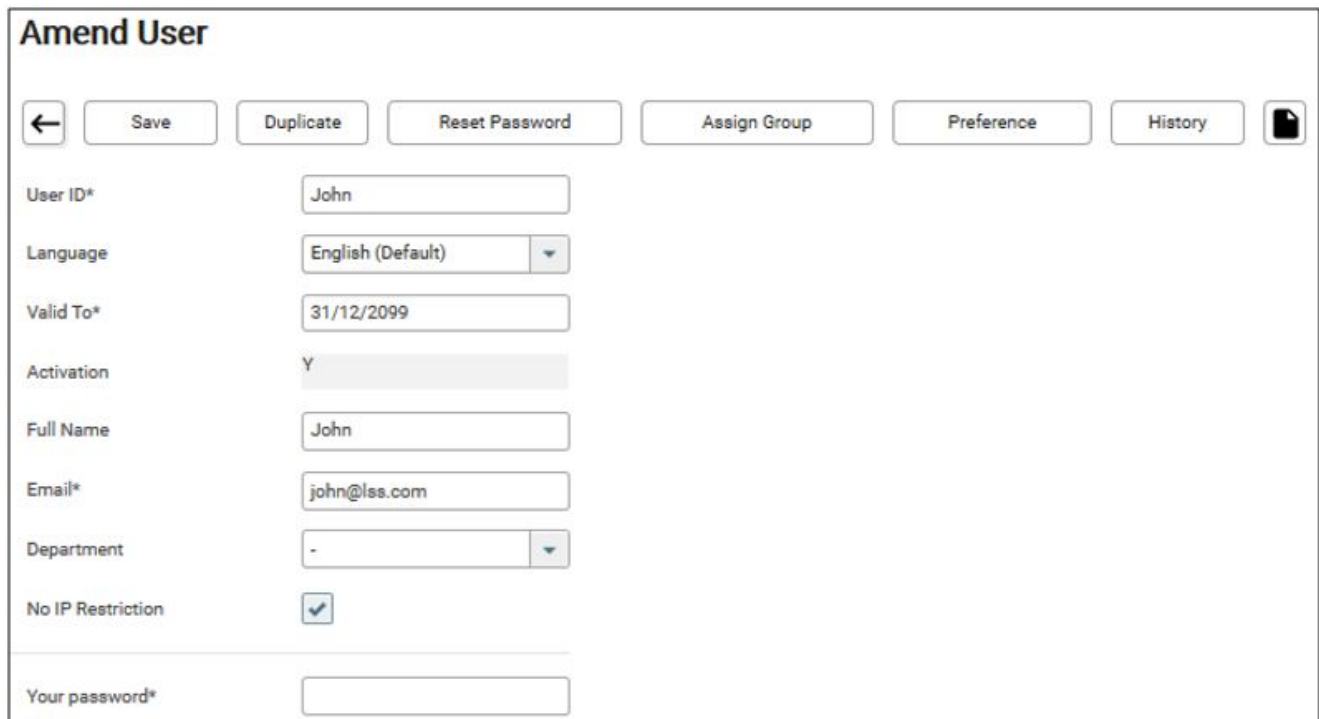


1. From the main menu, select Set Up > User and Rights.

User

	App?	Active	UserID	Full Name	Valid Until	MFA?
☐		Y	dev01@12dl2d.com	dev01	8 Dec 2019	
☐		Y	dev02@12dl2d.com	dev02@12dl2d.com	31 Dec 2099	
☐		Y	John	john	31 Dec 2099	
☐		Y	Jose	Jose	6 Jul 2055	
☐		Y	Joseph	Joseph	31 Dec 2099	
☐		Y	patrick@12dl2d user g	patrick wong	31 Dec 2099	

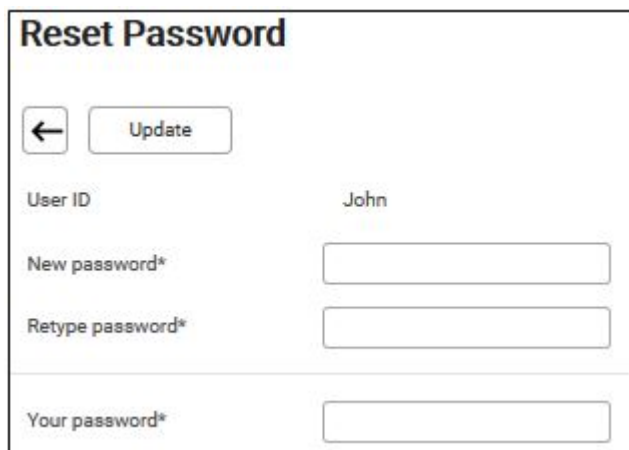
2. Click on the UserID of the user who needs password resetting. In this example, John needs a password reset.



The 'Amend User' form features a title bar at the top. Below the title, there is a row of buttons: a back arrow, 'Save', 'Duplicate', 'Reset Password', 'Assign Group', 'Preference', 'History', and a document icon. The form fields are arranged in a two-column layout. The left column contains labels: 'User ID*', 'Language', 'Valid To*', 'Activation', 'Full Name', 'Email*', 'Department', and 'No IP Restriction'. The right column contains the corresponding input fields: a text box with 'John', a dropdown menu with 'English (Default)', a text box with '31/12/2099', a text box with 'Y', a text box with 'John', a text box with 'john@lss.com', a dropdown menu with '-', and a checked checkbox. At the bottom, there is a label 'Your password*' and an empty text box.

Amend User	
← Save Duplicate Reset Password Assign Group Preference History	
User ID*	John
Language	English (Default) ▼
Valid To*	31/12/2099
Activation	Y
Full Name	John
Email*	john@lss.com
Department	- ▼
No IP Restriction	☒
Your password*	

3. Click Reset Password. The following page displays.



The 'Reset Password' form has a title bar. Below the title, there is a row of buttons: a back arrow and 'Update'. The form fields are arranged in a two-column layout. The left column contains labels: 'User ID', 'New password*', 'Retype password*', and 'Your password*'. The right column contains the corresponding input fields: a text box with 'John', an empty text box, another empty text box, and an empty text box.

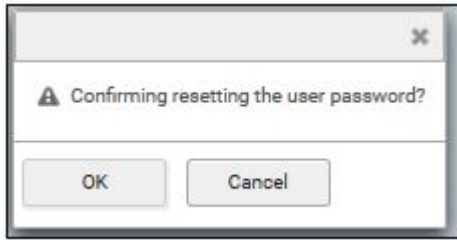
Reset Password	
← Update	
User ID	John
New password*	
Retype password*	
Your password*	

4. Type the desired password in the New password field. By default, password must contain at least one letter and one number. The complexity of the password can be configured in [Password Profile](#).

5. Retype the new password.

6. Type the administrator's password who logged on to reset password in the Your password field.

7. Click Update. When a popup appears, click OK.



8. The password has successfully changed. You will be returned to Amend User screen, click Back Button to return to User screen.

Note: When the user log in with the new password, he/she will be prompted to change the password for confidentiality and security reasons.

FREQUENTLY ASKED QUESTIONS

RELATED INFORMATION

[Password Profile](#)

[Reset Your Forgotten Password](#)

[Security Recommendations for CS Lucas](#)

CHANGE HISTORY

Date	By	Changes
15-Feb-2008	-	Created
31-Aug-2017	Clarissa	Reformatted. Rewritten.
20-Nov-2019	Lyra	Updated Screenshots.