

Resetting Password

[See previous W5 version 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 > Global > User and Rights.

User						
Refresh Action Group Search						
☐	App? ↑↓	Active ↑↓	UserID ↑↓	Full Name ↑↓	Valid Until ↑↓	MFA? ↑↓
☐		Y	admin@devent1.com	admin	31 Dec 2099	
☐		Y	patrick@test_ent	patrick wong	31 Dec 2099	
1-2 of 2 records << < 1 > >> 50 ▾						

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

Amend User

✕ Cancel

💾 Save

📄 Duplicate

🔑 Reset Password

👤 Assign Group

⚙️ Preference

☰ History

📁 File/Note

User ID*

John

Language

English (Default)



Valid To*

31/12/2099

Activation

Y

Full Name

John

Email*

john@lss.com

Department

-



No IP Restriction



+ Upload Profile Photo

Your password*

3. Click Reset Password. The following page displays.

Reset Password

 Cancel  Update

User ID

New password*

Retype password*

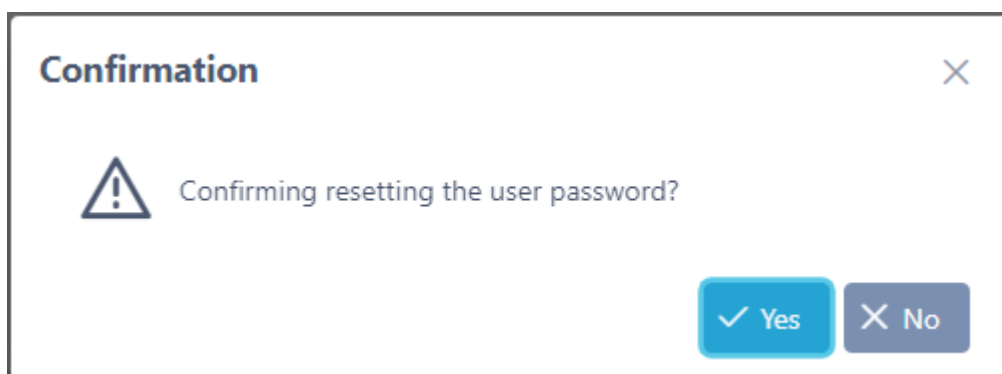
Your password*

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.
2-Dec-2022	TS	Updated to W6 instructions and screenshots.