

How to Reset Passwords (Employees and HR)

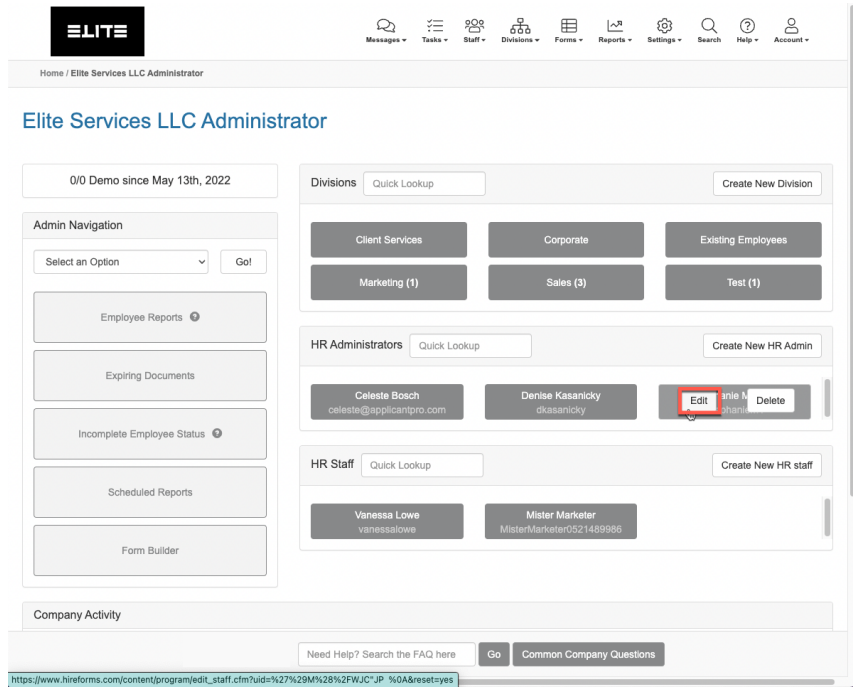
Introduction

This will show you how to reset passwords and 2-factor authentication for any user in the system.

STEP 1

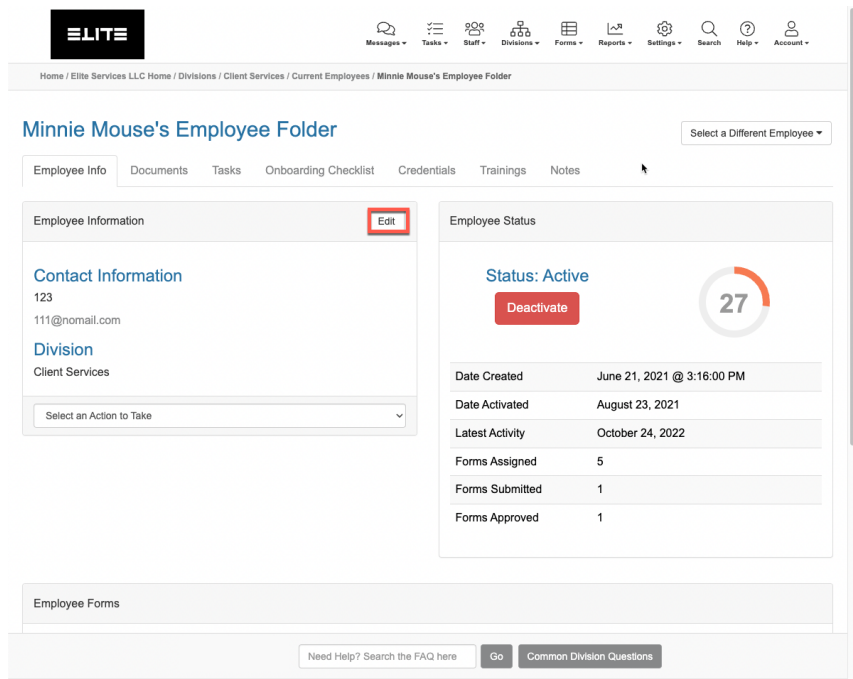
To Reset HR Admin or Staff:

From the home screen, hover over the HR user's name and select "Edit"



To reset an employee password:

From the employee folder page, go to "Edit"



STEP 2

If you choose “Manually Update Password” you can choose an easy temporary password to give them to login. Be sure to click “Update” when done.

If you choose “Regenerate & Send Password” they will be emailed a temporary password to login with.

Upon logging in with the temporary password they will be required to change it.

If needed, you can also reset their 2-Factor Authentication from this page.

Home / Elite Services LLC Home / Divisions / Client Services / Elite Services LLC - Edit Employee Account

Elite Services LLC - Edit Employee Account

Manage Minnie's Account

Basic Information

Last Logged In: No Login History

First Name: Minnie

Last Name: Mouse

Email Address: 111@nomail.com

Account Information

Division: Client Services

Username: 111@nomail.com

Manually Update Password Regenerate & Send Password Reset 2 Factor Authentication Cell/Mobile

Need Help? Search the FAQ here Go Common Division Questions

Home / Elite Services LLC Home / Edit Account

Edit Account

Basic Information

First Name: Stephanie

Last Name: Mitchell

Email Address: stephaniemitchell@applicantpro.com

Username: StephanieM1

Manually Update Password Regenerate & Send Password Reset 2 Factor Authentication Cell/Mobile

Add a Role

HR Admin

HR Staff

Selected Roles

HR Admin: Elite Services LLC Remove

Need Help? Search the FAQ here Go Common Company Questions

STEP 3

Manually updating the password will prompt you to create a password and confirm it. You must click “Update” at the bottom of the screen for this to save.

The screenshot shows the 'Elite Services LLC Home / Edit Account' page. The user's profile information is displayed: Name (Stephanie Mitchell), Email Address (stephaniemitchell@applicantpro.com), and Username (StephanieM1). Below this is the 'Manually Update Password' section, which is highlighted with a red border. It contains two input fields: 'New Password' with the placeholder text 'Enter a new password only if you wish to change the current password' and 'Confirm Password' with the placeholder text 'match the text entered in the password box'. To the right of the 'Manually Update Password' section is a 'Go Back' button. Below the password section are two panels: 'Add a Role' (listing HR Admin and HR Staff) and 'Selected Roles' (listing HR Admin: Elite Services LLC with a 'Remove' button). At the bottom of the page, there is a 'Manage As Employee' button and an 'Update!' button, which is also highlighted with a red border.

Regenerate & Send will create a pop-up to confirm the password reset. Click “OK” to confirm.

