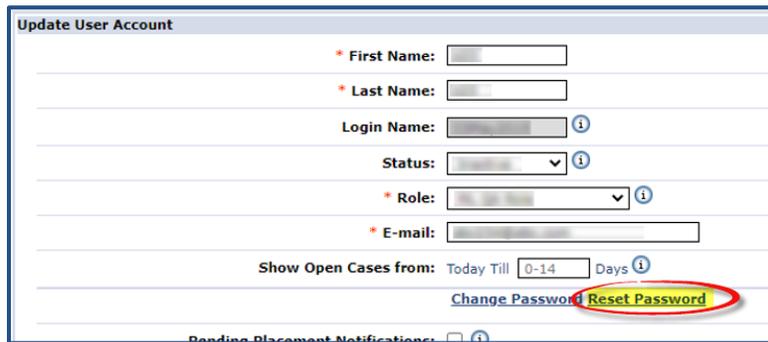


Password Reset by Agency Administrator Job Aid

Agency Admins can initiate a Password Reset for any Agency user for various purposes, typically for security measures (for example, if credentials are compromised). Instead of providing a password for the user, the process is automated prompting the user to reset the password after the initiation from the Agency Admin.

Initiating the Password Reset

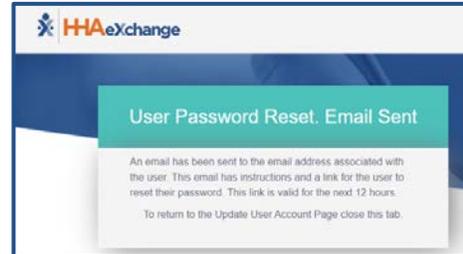
A **Password Reset** can be initiated via the *User Account* page (**Admin > User Management > User Search**). On the *Update User Account* page, click on the **Reset Password** link (as seen in the image below).



User Account Page: Reset Password Link

The system alerts the Agency Admin that an email has been sent to the user with a Reset Password link, effective for the next 12 hours.

Click out of the alert to close the window and return to the User Account page. No further action required from the Agency Admin.



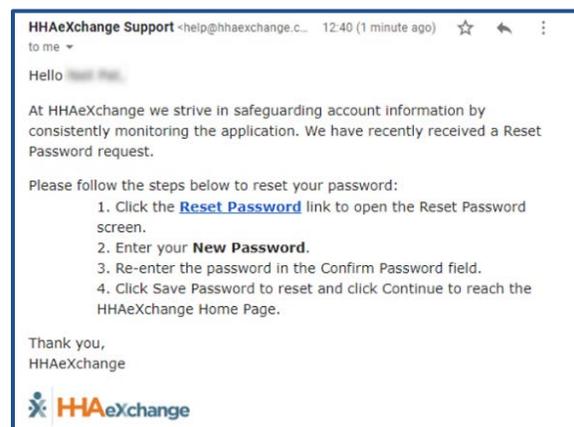
Password Reset Alert

User Password Reset

The Agency user receives an email with the link and instructions to reset their password.

The User follows the prompts to reset their password accordingly.

Refer to the [Self-Service Password Reset Job Aid](#) for further guidance and password requirements.

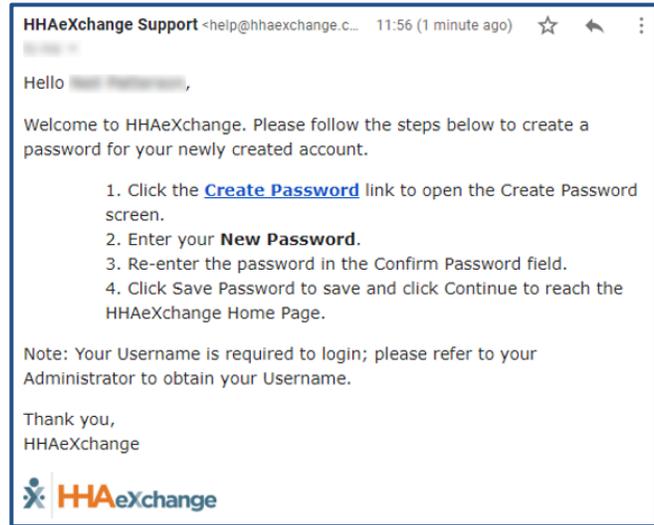


Create Password for a New User

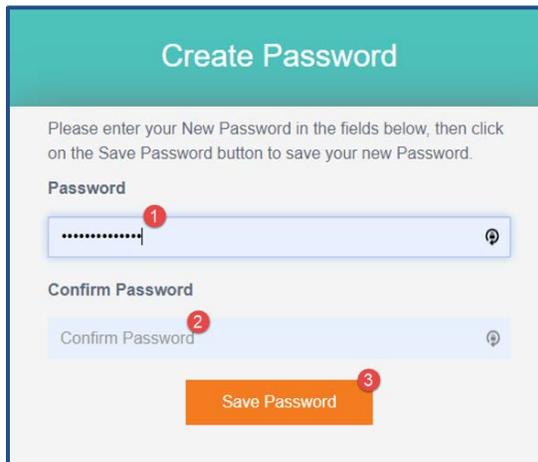
When an Agency Admin creates a New User Account, a Create Password process is generated by the system once the new profile is saved. The following examples demonstrate the steps for users to Create a Password.

The User receives the **Create Password** email with link and instructions.

Upon clicking on the [Create Password](#) link, the user is routed to the Login screen, seen below.



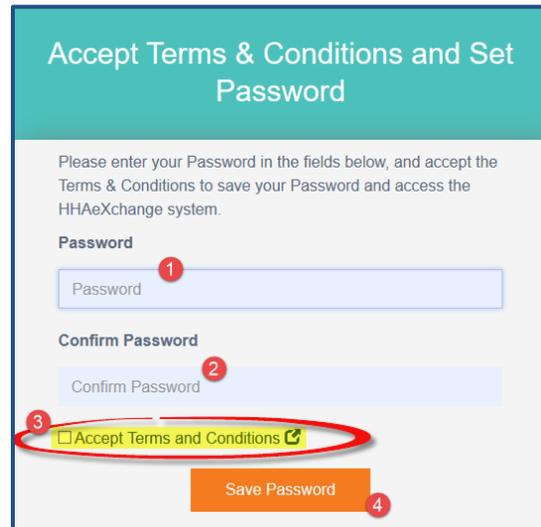
The image on the left illustrates a standard Create Password Login page. The image to the right illustrates the Login page for Agencies configured to require Terms and Conditions.



Create Password: Standard Login Page

On this screen, the user:

1. enters a **Password**;
2. re-enters the password in the **Confirm Password** field; and
3. Clicks on **Save Password** to continue.



Create Password: With Terms and Conditions

On this screen, the user:

1. enters a **Password**;
2. re-enters the password in the **Confirm Password** field;
3. selects the required **Accept Terms and Conditions** checkbox; and
4. click on **Save Password** to continue.

The system guides the user with instructions and password requirements. Refer to the [Self-Service Password Reset Job Aid](#) for further guidance.