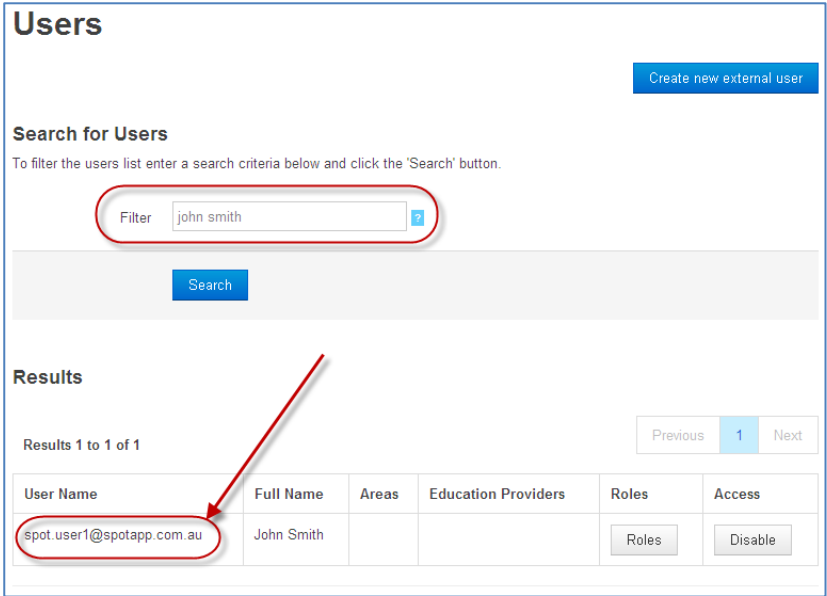
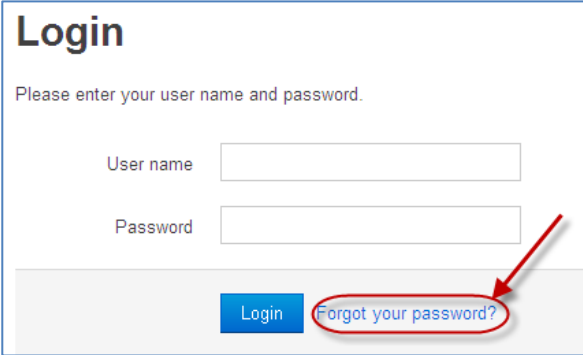
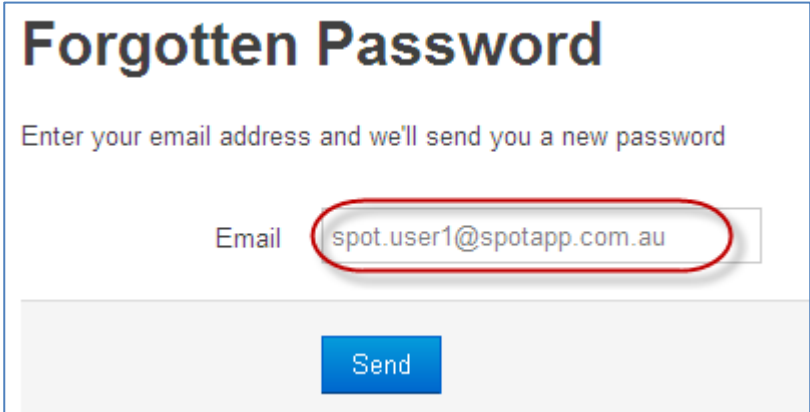


## ARef-03 - Administrator Reference Sheet – How to Reset a User’s Password.

Steps	Action	What it looks like												
1.	<p>From the <b>Administer Users</b> screen, search for the User you wish to reset the password for by typing their name into the <b>Filter</b> field and then clicking the <b>Search</b> button.</p> <p>Highlight the <b>User Name</b> and Copy it.</p> <p>Then log out of SPOT.</p>	 <p><b>Users</b></p> <p>Create new external user</p> <p><b>Search for Users</b> To filter the users list enter a search criteria below and click the 'Search' button.</p> <p>Filter: john smith</p> <p>Search</p> <p><b>Results</b></p> <p>Results 1 to 1 of 1</p> <table border="1"> <thead> <tr> <th>User Name</th> <th>Full Name</th> <th>Areas</th> <th>Education Providers</th> <th>Roles</th> <th>Access</th> </tr> </thead> <tbody> <tr> <td>spot.user1@spotapp.com.au</td> <td>John Smith</td> <td></td> <td></td> <td>Roles</td> <td>Disable</td> </tr> </tbody> </table>	User Name	Full Name	Areas	Education Providers	Roles	Access	spot.user1@spotapp.com.au	John Smith			Roles	Disable
User Name	Full Name	Areas	Education Providers	Roles	Access									
spot.user1@spotapp.com.au	John Smith			Roles	Disable									
2.	<p>In the <b>Login</b> screen, click the <b>Forgot your password?</b> link.</p>	 <p><b>Login</b></p> <p>Please enter your user name and password.</p> <p>User name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Login Forgot your password?</p>												
3.	<p>In the <b>Forgotten Password</b> screen, Paste the User’s User name into the <b>Email</b> field and click the <b>Send</b> button.</p> <p>The User will now be emailed a new password and their old password will no longer be able to be used.</p>	 <p><b>Forgotten Password</b></p> <p>Enter your email address and we'll send you a new password</p> <p>Email: spot.user1@spotapp.com.au</p> <p>Send</p>												