

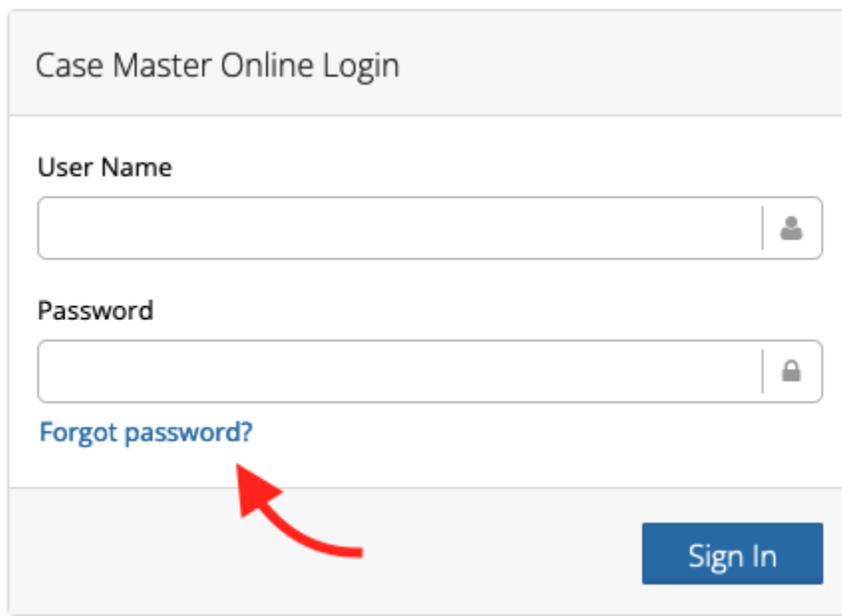
Resetting Passwords

Overview

This document details how to reset passwords in CMPOnline. Within this document, we'll show the three different ways to accomplish this, including resetting from the login screen, from within CMPOnline, and for other users.

Resetting from the Login Screen

- At the login screen, click “Forgot Password?”.

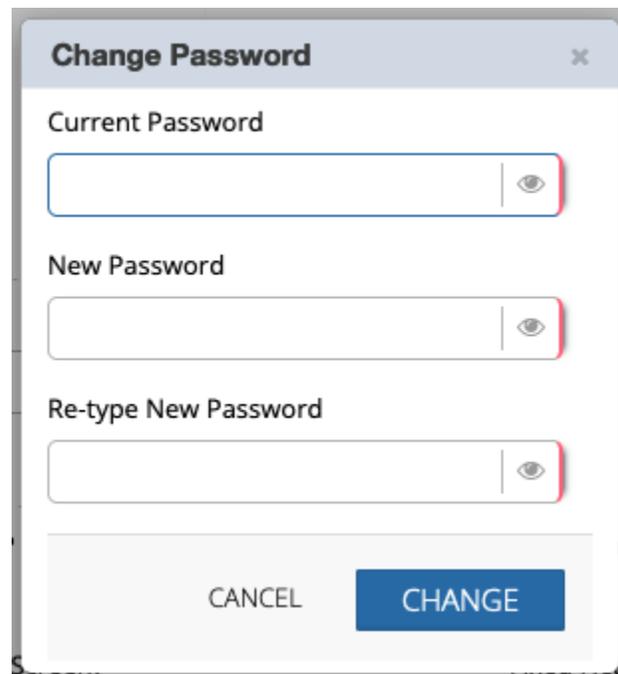
A screenshot of the Case Master Online Login interface. The title "Case Master Online Login" is at the top. Below it are two input fields: "User Name" with a person icon on the right, and "Password" with a lock icon on the right. Below the password field is a blue link that says "Forgot password?". A red arrow points from the "Forgot password?" link towards the bottom right. At the bottom right of the form is a blue button labeled "Sign In".

- Enter your username and click “Reset Password”.
- Navigate to your email address associated with your CMPOnline account and follow the link to reset your password.
- Enter and reenter your new password.

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Resetting from the User Preferences Screen

- Navigate to the User Preferences area.
- Click “Change Password”.

A screenshot of a "Change Password" dialog box. The dialog has a title bar with the text "Change Password" and a close button (X). It contains three input fields: "Current Password", "New Password", and "Re-type New Password". Each field has a red eye icon to its right, indicating a password field. At the bottom of the dialog, there are two buttons: a grey "CANCEL" button and a blue "CHANGE" button.

- Enter your Current Password.
- Enter and reenter your new password.
- Click “Change”.

Resetting Other User’s Passwords

Note: This option is only available for administrators.

- Navigate to Administrative > Security > Users.
- Select the user you wish to reset their password.
- Select “Send Reset Email”.
- Instruct the user to navigate to their email and follow the instructions provided.

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Questions?

support@casemasterpro.com
(386) 675-0177

