

Steps To Reset a Password.

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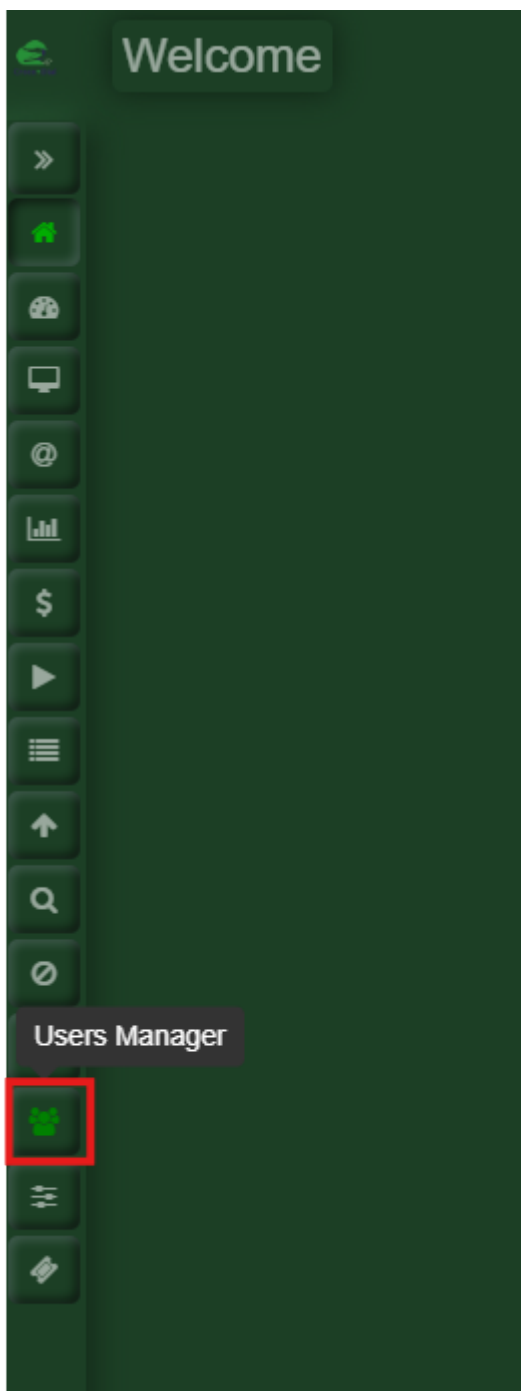
Steps to Reset a Password.

Description:

in this book we learn how to change or reset the password from someone user

Step 1: Log in with your user account as an admin.

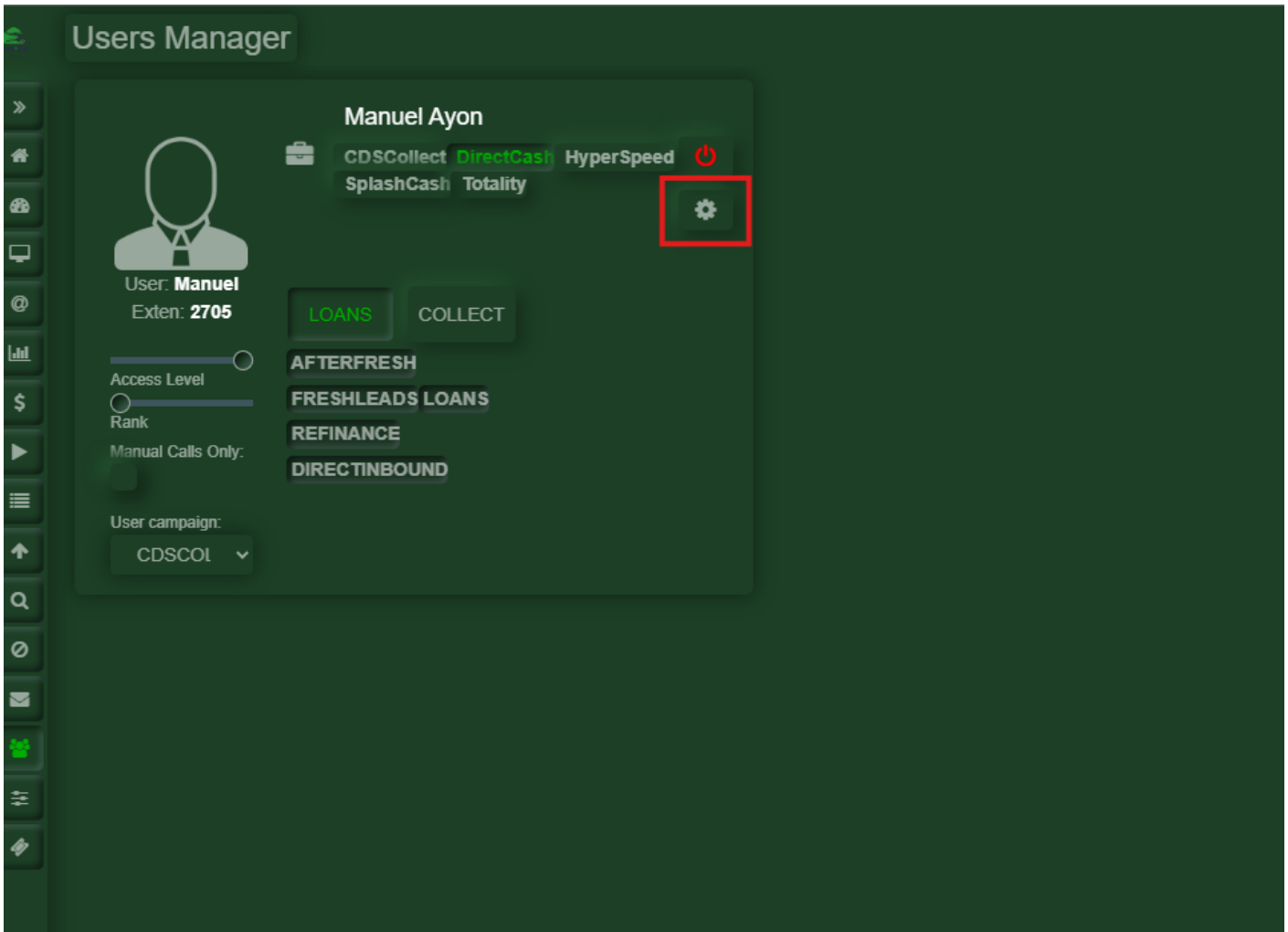
Step 2: Go to User Manager



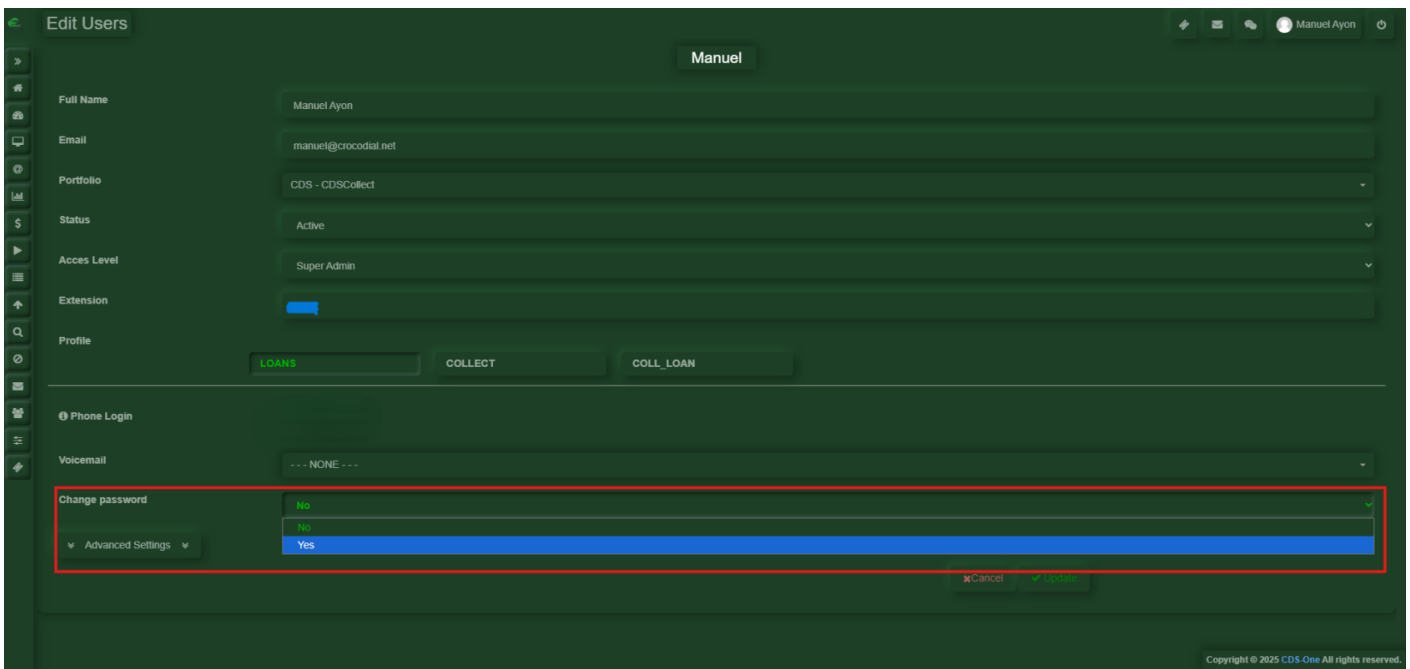
Step 3: Search the User

The screenshot displays the 'Users Manager' interface. At the top right, a search bar labeled 'Search User' is highlighted with a red rectangle. Below the search bar, there are buttons for 'Total Agents 127', 'Collections', 'Loans', 'Show Disabled Users', and 'Rebuild Queues'. The main area contains a grid of user profiles, each with a name, extension, and various settings like 'Access Level' and 'Rank'. The users listed are Alaric Laughterfield, Alice, Ambrose Ticklesnort, Annie Oakley, Arabella Windwhistle, Archibald Blunderbuss, Archibald Fluffernub, Augustus Wigglesworth, and Barnaby Fuzzleton. Each profile includes a 'Manual Calls Only' indicator and a gear icon for settings.

Step 4: Click on the gear icon



Step 5: At the bottom, look for “Change Password.” When you click on it, a drop-down menu will appear with two options: Yes and No. Select Yes.



Step 6: Two new fields will appear, where the new password should be entered in the first box and confirmed in the second. Once the message below the first box indicates “Passwords match,” click the “Update” (the blue part) button below. At that point, the password will have been successfully

