



# Administration

## Resetting Passwords

From time to time users at your site will lose or forget their password information. Passwords can be easily reset by the administrator at any site without the need to contact a commissioner or the help desk. To do this click on the admin tab and select manage users as before. Find the user in your user list and click on the edit icon next to the user details. This opens the information page relevant to the user. You will notice about half way down the page a

“Rest Password” box.

Tick this box and scroll to the bottom of the page. Clicking on the save button will send new password information to the user. The password and login information will be sent to the e mail the user provided when they were initially set up.

**Help & Advice**

Maintenance of users and their details should only be undertaken after reading the help pages.

**Bold fields are required.**

**Duplicate User**

**Add Alternate Org**

**- User Information -**

**Organisation:** Regent Pharmacy (East Co)

**User Name:** fran.alvarez@east.cowes  
This is the name that the user will log into the system with. It is recommended that this takes the form of first last but this is not essential and you can use the email address if preferred.

**Known Name:** Francisco Alvarez  
When addressed in emails, this is the name that will be used.

**eMail Address:** noreply@nowhere.com  
An email address that can be used for confirming user information, changing passwords and system updates.

**Phone Number:**

**Mobile Number:**

**Fax Number:**

**Reset Password?:** ☐ Set to 1 to reset password and send email

**To reset a password tick this box and click the save button at the bottom of the page.**