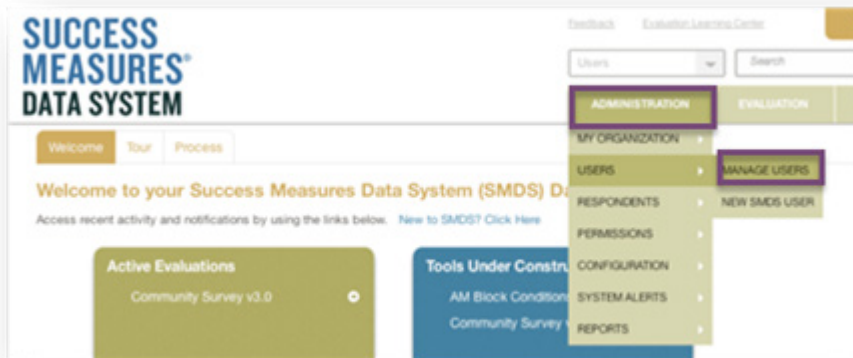


User Guide:
Resetting User Passwords

Resetting User Passwords

- Login to SMDS.
- Place your cursor over the **Administration** link.
- Place your cursor over the **User** link.
- Click the **Manage Users** link.



A search for a user can be conducted via the Filter section by Last Name, First Name, Email Address, Permission Group(s) or User Type. You can filter, or scan the list for the user that needs a password reset.

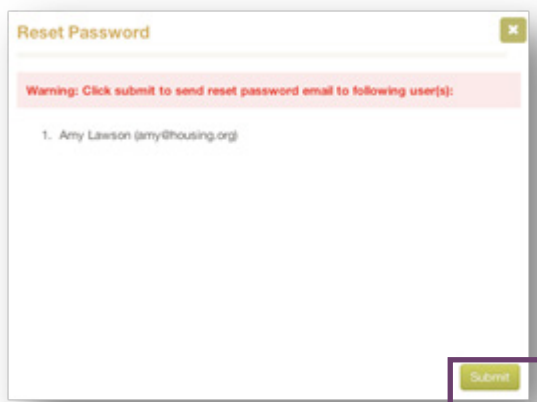
- After locating the user, click the **Lock icon** to reset the password.

A screenshot of the user list table in the SMDS interface. The table has columns for 'Last Name', 'First Name', 'Display User Groups', 'Primary Email', 'Primary Phone', 'User Type', 'Is Active', and an 'Other Actions' column. Two users are listed: 'Jones, Sam' and 'Lawson, Amy'. The 'Other Actions' column for the 'Lawson, Amy' row contains a lock icon, which is highlighted with a red box.

Last Name	First Name	Display User Groups	Primary Email	Primary Phone	User Type	Is Active	Other Actions
Jones	Sam	Administrator	samjones@housing.o...	202-524-9969	SMDS User	✓	✎ 🔒
Lawson	Amy	Administrator	amy@housing.org	703-555-1234	SMDS User	✓	✎ 🔒

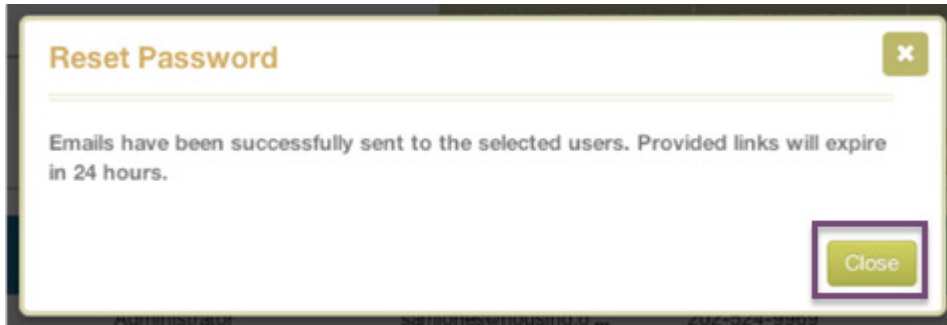
A Reset Password dialogue box will appear to give a final warning regarding this action.

- Click the **Submit** button.



A dialogue box will appear to show the email has been sent to the user.

- Click the **Close** button.



Below is the email sent to the user whose password has been reset. They have 24 hours to respond by clicking the link within the email.

Subject: SMDS : Reset Password

Dear Amy Lawson,

We have sent you this email in response to your request to reset your password.

To choose your new password and access your account, please click on the link below or copy and paste the URL into your browser:

<http://smdsv2.successmeasures.org/accounts/PasswordReset?token=7rLsSnQ1FIAkQ5dsWB-hsUdoPasct8QcEq%2FtUj4POLWorj6cNaMahWPITGk7AAUzYfYd6Esuuq%2Fz7%2F-W780Vbmw%3D%3D>

This link expires in 24 hours.

If you did not request this email then you can ignore it.

Yours Sincerely,
SMDS Administrator