

# USER MANAGEMENT

## Resetting Passwords



### ORGANIZATION SETTINGS > USER IDS

- Users can reset their own password by clicking the **Forgot Password** link

OR

- System Admin can reset under **Organization Settings > User IDs**
  - Navigate to the **General** tab
  - Navigate to **Login Information** section
  - Click **Change Password**
  - Click **Save**

## Inactivating Staff



### ORGANIZATION SETTINGS > USER IDS

- Navigate to **Organization Settings > User IDs**
  - Select staff to remove
  - Click **Delete User ID**
  - Check the box for any other staff settings to be disabled at the same time
    - eg: inactivating staff profile, deleting staff inbox
  - Click **OK**

### ORGANIZATION SETTINGS > STAFF PROFILES

- Navigate to **Organization Settings > Staff Profiles**
  - Select staff to inactivate
  - Click **Edit**
  - Navigate to **General Information > Status**
  - Change the dropdown from **Active** to **Inactive**
  - Click **Save**

## Inactivating Inboxes\*



### ORGANIZATION SETTINGS > INBOXES\*

- Navigate to **Organization Settings > Inboxes**
  - Select inbox you wish to delete
  - Click **Delete** from the top menu

*\*Standard, Plus, & Enterprise packages only*