

Reset a User's Password (in OpenAM)

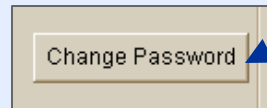
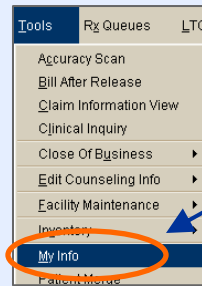
EnterpriseRx Quick Steps

NOTES:

- Managing User ID's is an administrative function; call EnterpriseRx Customer Support if you need to be granted rights.
- In the **Search** field you can use one or more asterisks to find a group of letters. For example: *ins* (name contains "ins") or *ins (name ends with "ins")
- When resetting a password, create one that is difficult to remember. This will encourage the person to login and change it to a password of his or her own choosing.

Password Rules:

- Minimum of 8 characters
 - At least one upper-case letter
 - At least one lower-case letter
 - At least one number
 - Cannot contain "pass"
- **Never use the Delete button.** For more information see the topic "Deactivate a User".



OPEN "MY INFORMATION" TOOL

1. Select **Tools > My Info** (or **Alt + T** then press **M**).
2. Type your username and password.
3. On the My Information window select **Change Password**. The Access Manager tool opens.

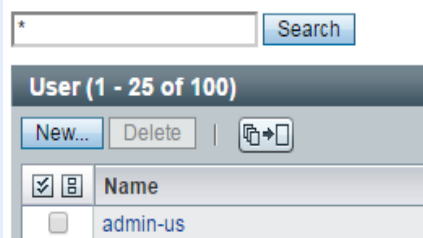
Sign in to OpenAM



LOG INTO OPENAM

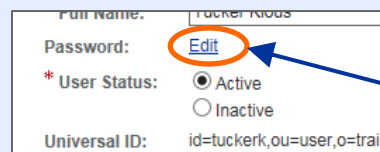
1. In the OpenAM Sign In window, type your username and password.
2. Select the **Log In** button.

User



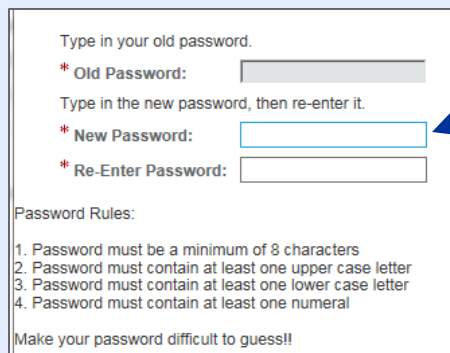
SELECT USER NAME

1. Click on the appropriate Realm name to view the list of users.
2. Either locate the user name in the list or use the **Search** field to locate it.
3. Click on the user name.



RESET THE PASSWORD

1. In the user profile, click on **Edit**.
2. Type a new password in the **New Password** field.
3. In the **Re-Enter Password** field, type the new password again.
4. Select **OK**.
5. Select **Close** to close the window.



Notify the user of the new password.