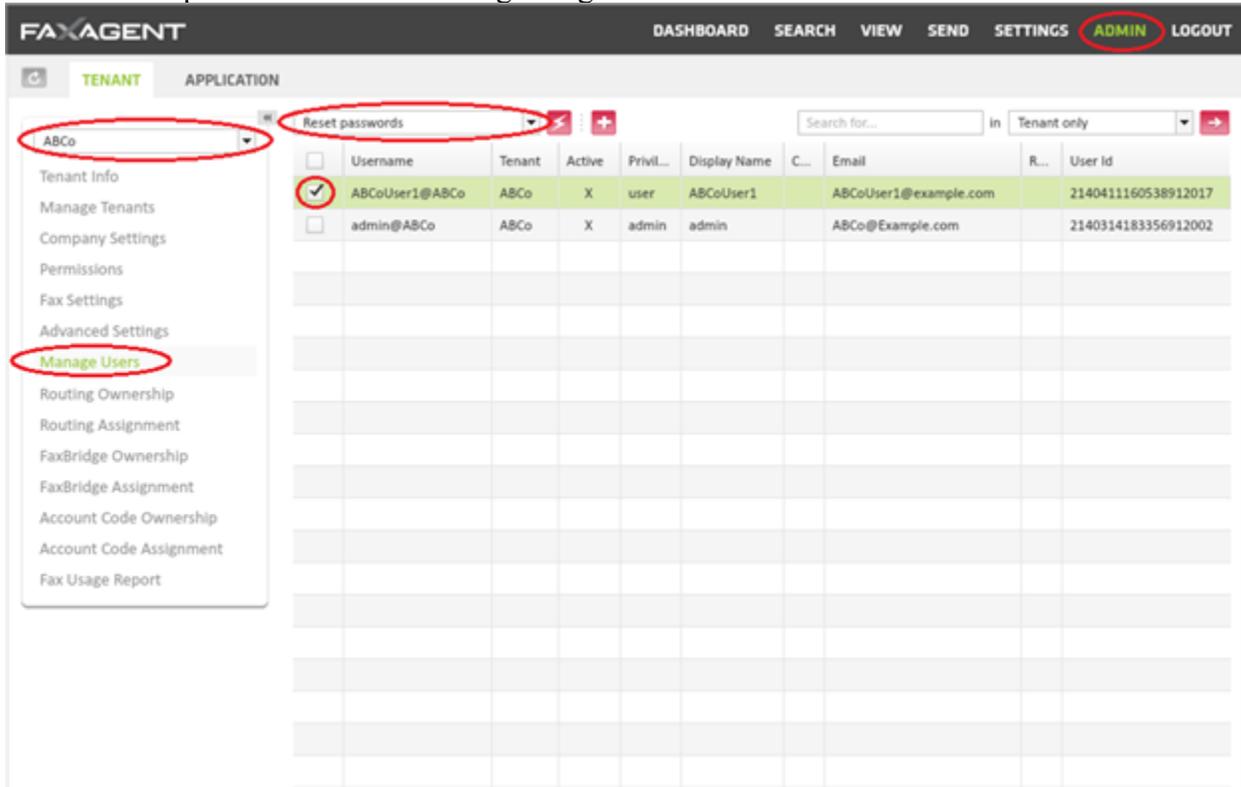


Reset User Password - Service Provider

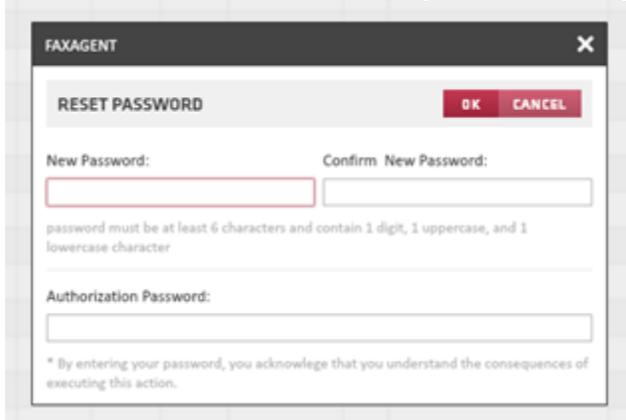
1. Log in as an Admin to FaxAgent
2. Go to the Admin tab
3. Dropdown should say the name of the Company/Tenant that the User belongs to
4. Select "Manage Users" from the list
5. Check the box next to the User's password that needs to be reset
6. Select "Reset password" and hit the Lightning Bolt of Power!



The screenshot shows the FaxAgent Admin interface. The top navigation bar includes 'DASHBOARD', 'SEARCH', 'VIEW', 'SEND', 'SETTINGS', 'ADMIN' (highlighted with a red circle), and 'LOGOUT'. The left sidebar shows a menu with 'Manage Users' highlighted. The main content area displays a table of users for the 'ABCo' tenant. The 'Reset passwords' dropdown is open, and the user 'ABCoUser1@ABCo' is selected with a checkmark. The table has the following data:

Username	Tenant	Active	PrivL...	Display Name	C...	Email	R...	User Id
<input checked="" type="checkbox"/>	ABCoUser1@ABCo	ABCo	X	user	ABCoUser1	ABCoUser1@example.com		2140411160538912017
<input type="checkbox"/>	admin@ABCo	ABCo	X	admin	admin	ABCo@Example.com		2140314183356912002

7. Reset the password and confirm
8. Your Authorization Password is your Admin Login password that you are currently logged in as



The screenshot shows a 'RESET PASSWORD' dialog box with the following fields and buttons:

- Buttons: OK, CANCEL
- Fields: New Password, Confirm New Password, Authorization Password
- Text: password must be at least 6 characters and contain 1 digit, 1 uppercase, and 1 lowercase character
- Text: * By entering your password, you acknowledge that you understand the consequences of executing this action.

9. And then select "OK"