iLearn Oregon

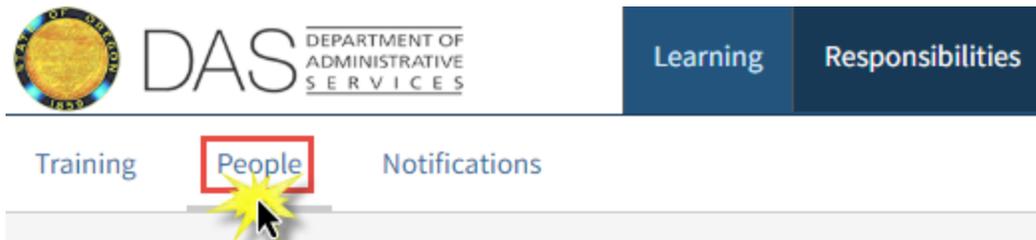## *Resetting a Learners Password*

This job aid provides you with the steps needed to reset a person's password. You must have the Administrator, Help Desk Administrator or Password Reset role to perform this task.

To reset a password with the Administrator or Help Desk Administrator role

1. On the top menu bar *click* on **Responsibilities**.

2. *Click* on the **People** tab.

3. Enter the person's first and last name and *click* **Search**.

- **Create Password**: change a person's password to a system-generated temporary password that will be automatically emailed to the user. There must be a valid email address and the Preferred Communication set to email for this method to work. *Select* **Go**.

Locked	Last Name	First Name	Job Title	Location	Activity	Action	Info
	Meng	Brandy	Hr Consultant 2 - X1327	Salem	Active	Create Password ▾ Go	🛈

Click **Create**

Create Password ✖

Create a temporary password for a user

Click Create to change the user's current password to a system-generated temporary password that will be automatically emailed to the user.
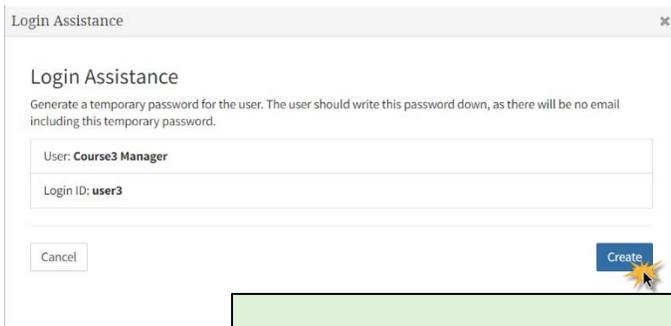
User: **Brandy Meng**

Cancel   Create

✔ A temporary password was created and emailed to the user.

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Resetting a Learners Password

- **Login Assistance**: allows you to generate a temporary password for the user. This password will not be sent via email, it will display on your screen.

Click **Create**

```
Create Password
Edit Activity
Edit Login ID
Edit Profile
Login Assistance
Proxy Login
Select Primary Domain
Send Email
View Transcript
```

Login Assistance

Login Assistance

Generate a temporary password for the user. The user should write this password down, as there will be no email including this temporary password.

| User: **Course3 Manager** |
| Login ID: **user3** |

Cancel   Create

✓ The user's temporary password is: E6EC60236F. Note: No email will be sent to the user.

To reset a password with the Password Rest role

DAS DEPARTMENT OF ADMINISTRATIVE SERVICES | Learning | Team | Responsibilities | Search Catalog | Custom Tools | ? | EI ▾ | ⚙

1. Admin Tools > Manage Users > Password Set/Unlock Account

DAS DEPARTMENT OF ADMINISTRATIVE SERVICES

My Tools   Billing Tools   **Admin Tools**   Reporting   Logoff

Manage Users ▶   Password Set / Unlock Account
Bulk Enrollment   Transcript Report
Organizations   Self Reported Learning
                         Self Reported Certifications
Domain Tools ▶
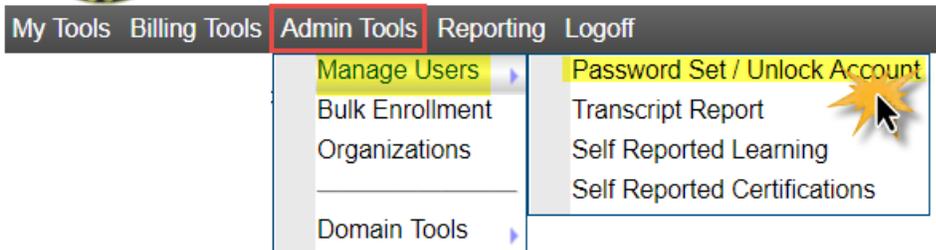
2. Click Search Users

3. Enter the name of the person, if outside of your domain put a check mark in 'Search in all Domains' then *Click* **Search**.

4. Click Depending on the web browser, you may need to close the pop-up window or go back to the Change Password tab.

5. Enter the temporary password.

Last Name	First Name	Mi.	Employee ID	Login ID	Job Title	Agency	Organ
Manager	Course3		CT0005643	user3	No job title	OBOD	Dentist

Password: ••••••••
Confirm Password: ••••••••

Change Password   Refresh

Confirmation of modification.

Password Modified

Selected User:

Last Name	First Name
Manager	Course3