

Immediately Reset Any User's Password at Your Facility in 3 Easy Steps

Step 1

Understand Your Role

Having access to the **USER MANAGEMENT** sub-tab means you have the User Administrator role assigned. HCAI recommends that you assign this role to at least one other user at your Facility. User Administrators have the "spare keys" to your Facility in case you get locked out of your user account.



Step 2

Search For a User

User Administrators are responsible for manually resetting a user's password at your Facility. Each user should have their own unique HCAI user name. To search for a user, go to the **MANAGE** tab > **USER MANAGEMENT** sub-tab and enter the user's name and press the **SEARCH** button. On the Search Results screen, select the user you wish to view.



Step 3

Pause!

Before you reset a user's password, ensure their email address is up-to-date.

Click the Reset Password button on the user's profile

* Organization Type:	Facility
* Organization:	Orchard Rehabilitation Inc.
User Status:	Active
Is this user a provider?	<input checked="" type="radio"/> No <input type="radio"/> Yes
* Last Name:	Smith
* First Name:	John
Title:	
* User Name:	JS123
* Employee ID:	JS
* E-mail:	johnsmith@hotmail.com
Confirm E-mail:	johnsmith@hotmail.com
Phone:	

RESET PASSWORD

Provide Temporary Password

Provide the password to the user. The user will not have to wait for a password reset email because the temporary password will appear on your screen. Ask the user to log in using their temporary password.



Done!



Share Your Power!

To learn more about how you can update a user's level of access to the User Administrator role in HCAI, visit HCAIinfo's [Update User Information](#) page.