



Password Reset: ePAY Portal and Dashboard



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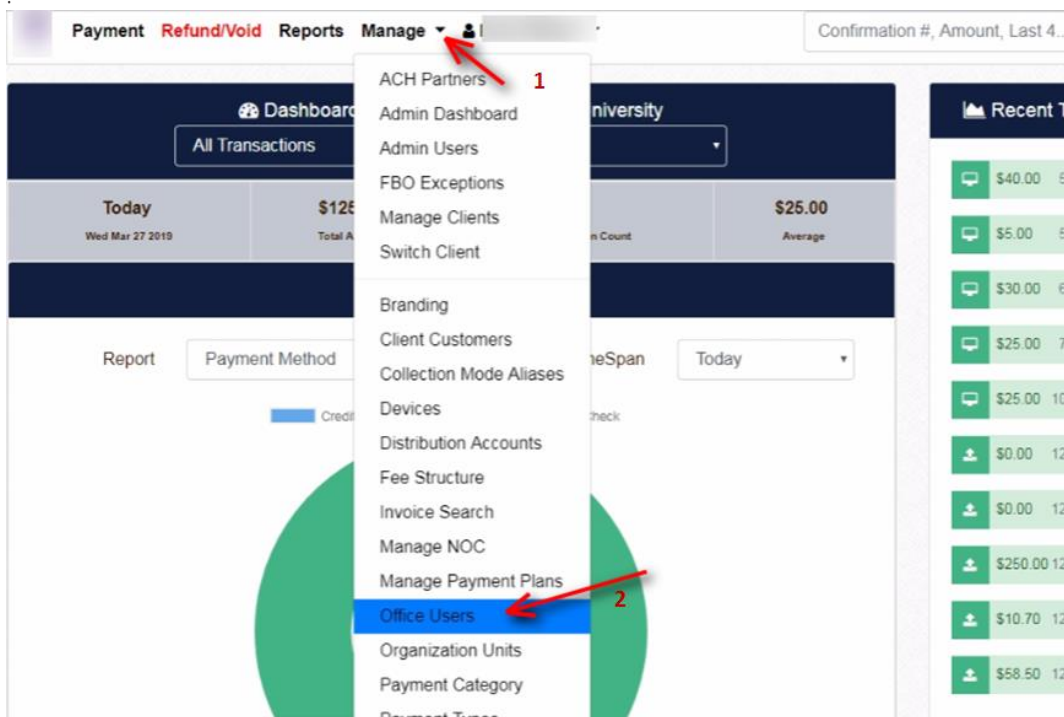
Password Reset: ePAY Portal and Dashboard

Dashboard

Administrative Users

A user with Administrative rights can reset a password for a user in the ePAY Dashboard.

In Dashboard, hover over **Manage** and select **Office Users**. Find the username that needs their password updated.



Once the username is identified, click **Change Password**. You will enter and then be asked to re-enter the password before saving.

Display Name	Login Name	Status	Role	Organization Unit	Last Modified	Total Results: 44			
Seehafer	aseehafer	Active	Customer Service Representative	Confer	3/11/2019	+ Create a New User	Edit User	Change Password	Deactivate
Weglarczyk	aweglarczyk	Active	Customer Service Representative	Confer	3/11/2019	Edit User	Change Password	Deactivate	
Hartman	ahartman	Active	Client Administrator		1/11/2019	Edit User	Change Password	Deactivate	

Once the user logs in with the new password they will be prompted to change it.

Non-Administrative Users

User can also to click "I forgot my password" on the login screen and then specify their username to reset their password using their email address.



ePAY Portal

For ePAY Ticketing Portal, a password can ONLY be reset by the user clicking "Forgot Password?" on the login screen.

