Energy Management

QA/S x.x.1: What should users do if they forget their password?

If a user forgets their password, there are various ways of renewing it:

• The user can request a new password by clicking on the "Forgot password?" button just above the login form, provided that they have previously entered a valid email address in the settings.

Note: In addition to a valid user email address, a SMTP server must also be configured under "System" -> "SMTP configuration". This will ensure that the QA/S is indeed able to send messages, notifications (e.g., **reset password**) or reports to the user/receiver.



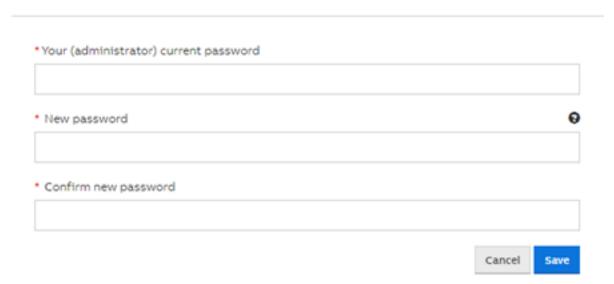
• Administrators can also reassign passwords to individual users directly in user administration. This also applies to users with admin rights.



 For this to work, you must first enter your admin password. You must then enter the new user password twice.

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New password



• If the administrator has forgotten their password and has not previously entered a valid email address, the only remaining option is a factory reset!

Unique solution ID: #1739 Author: BA Engineering Team Last update: 2020-11-02 10:41