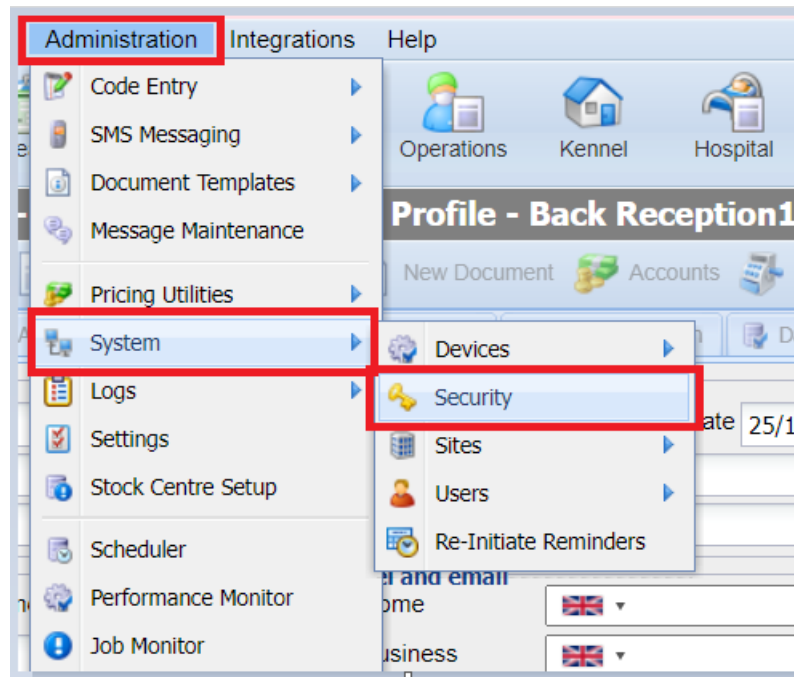


# Resetting a Password

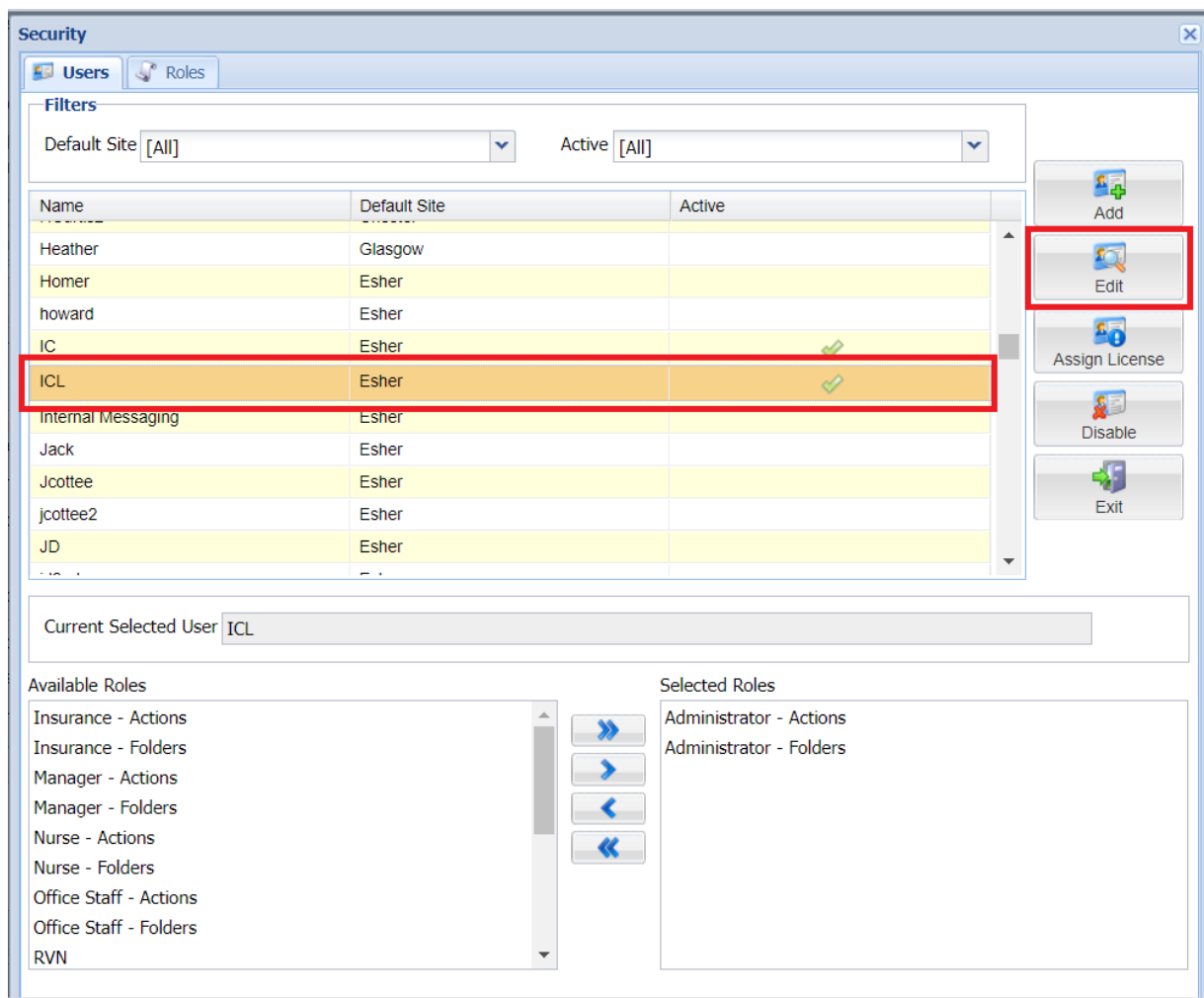
25/10/2024 10:51 am BST

## Resetting a Password

1. If a user needs to reset a password as they have forgotten the current one. Depending on permissions navigate to Administration>System>Security



2. Select the user and click on '**Edit**'



3. Tick the 'Password' box and the '**Change at Login**' box. Add the new temporary password and tick the '**Admin User Override**'

**Edit User**

☐ Change User Name

User

☐ Disable on

☐ Change Display Name

Display Name

☒ Password

Re-enter Password

Enter old password to confirm

☒ Change at Login ☒ Admin User Override

☐ Default Site

OK Cancel

4. Admin enters their password

**Admin Override**

User

Password

OK Cancel

5. When the user logs back into Merlin they will get a message telling them that their password has expired.

Log On to Merlin - Server: <https://rm-pms.vetspace.cloud/>


User Name

Old Password

New Password

Confirm Password

**Alert**

 Your password has expired. You need to change your password before you can login.

OK

6. User put in the temporary password and then they enter the new one and click on '**Change**'.

Log On to Merlin - Server: <https://rm-pms.vetspace.cloud/>

User Name

Old Password

New Password

Confirm Password