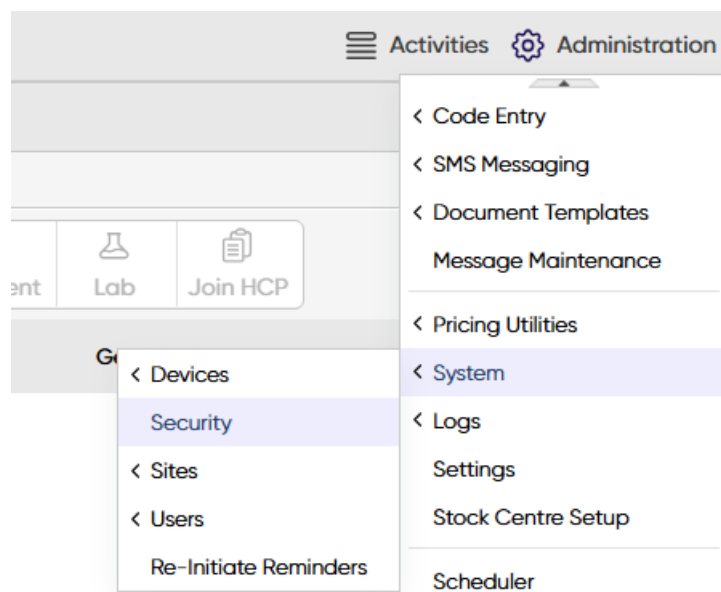


Resetting a Password

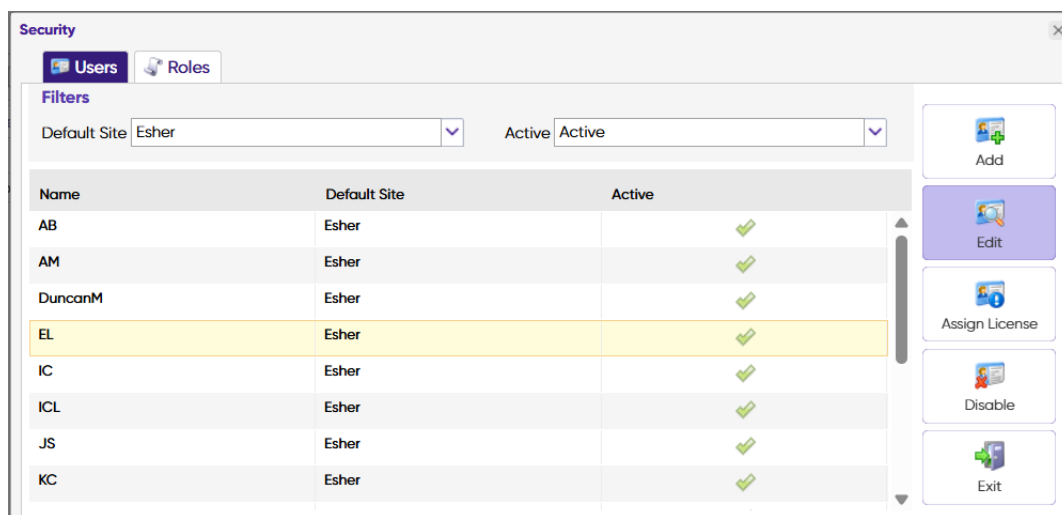
15/07/2025 2:27 pm BST

Resetting a Password

1. If a user needs to reset a password as they have forgotten the current one. A user with Administration permissions can navigate to Administration>System>Security to change it on their behalf.



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

☒ Change Password ?

Re-enter Password

Enter old password to confirm

☐ Change at Login ☐ Admin User Override

☐ Change Default Site

OK Cancel

4. Admin enters their password

Admin Override

User

Password

OK Cancel

5. When the user logs back into Merlin, if the administrator selected 'Change at Login' they will get a message telling them that their password has expired.

6. User put in the temporary password created by their administrator and then they can enter the new one and click on 'Change'.
