TROUBLESHOOTING FOR COMMON ISSUES

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How do I reset the password of an employee?

* To be able to reset an employee's password you need to have access to the *Setup* tab.

Go to *Setup* > *General* > *Users setup*.

If you don't have access to the *Setup* tab please ask your manger.

The user you want to reset is in the *Active users*.

Select the user you wish to reset and click on *Change*.

Click *Reset password* and press *OK*.

The employee can now connect. He will have to enter his username in both the *Username* and *Password* fields.

A window will then prompt the user to create a new password after login.

The user you want to reset is in the *Deactivated users*.

Select the user and click *Activate user*.

The user now shows up in the *Active users* list.