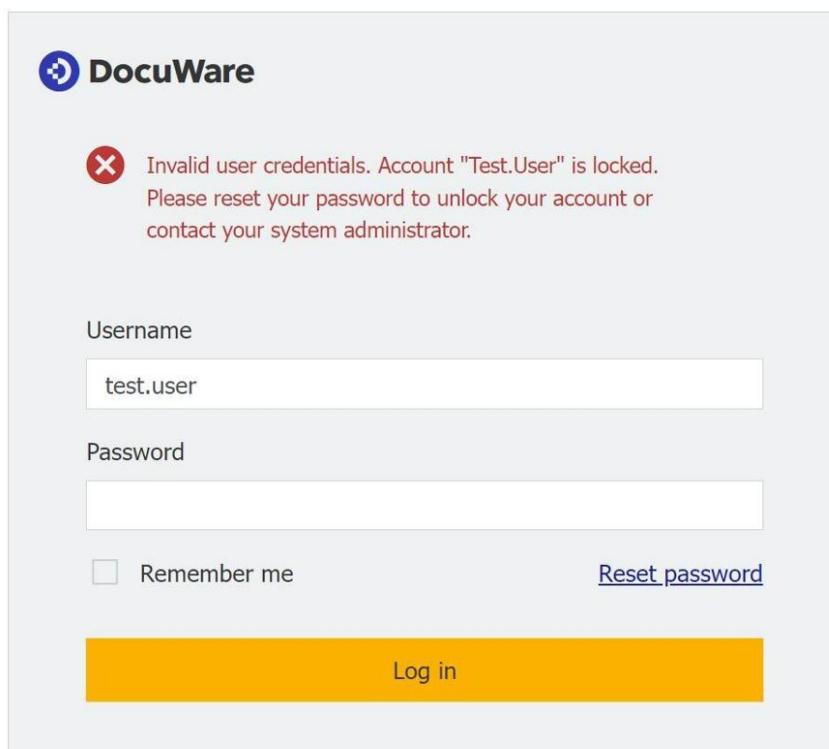


How to unlock and reset the password of a user's account

- 1 If a user is locked out of their DocuWare account:



DocuWare

✘ Invalid user credentials. Account "Test.User" is locked.
Please reset your password to unlock your account or
contact your system administrator.

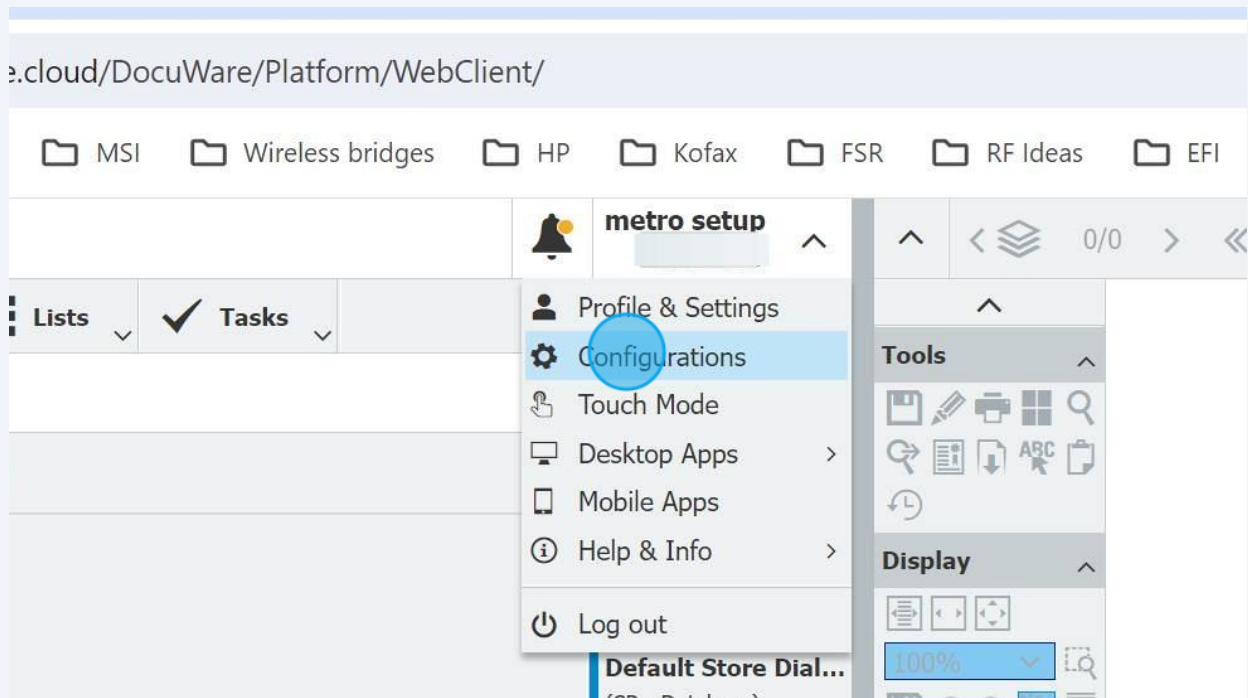
Username
test.user

Password

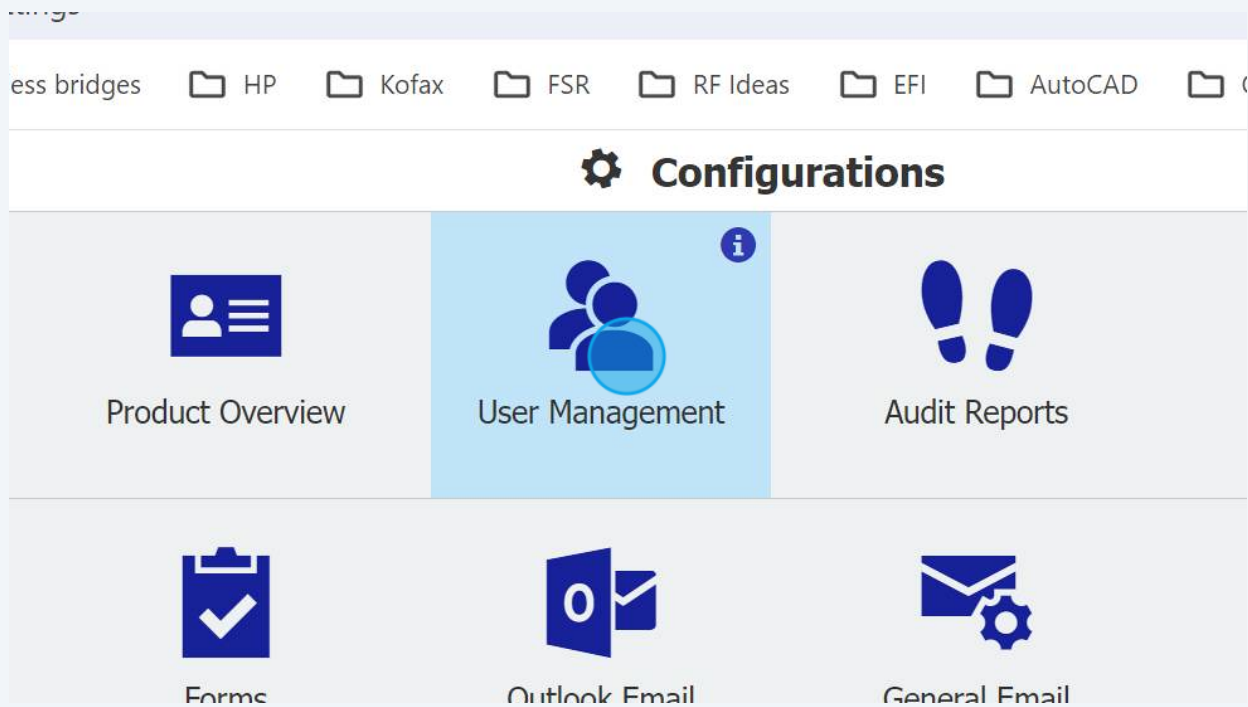
Remember me [Reset password](#)

Log in

2 From an admin's user menu, select "Configurations".



3 Click on "User Management".



4 Click on the padlock symbol to unlock the user's account.

The screenshot shows a user management interface with tabs for 'Users', 'Groups', 'Roles', and 'Function Profiles'. A 'New user' button is on the left, and a search filter is on the right. The table below has the following data:

Username	Email	Locked	Active	Roles/Groups
setup			<input checked="" type="checkbox"/>	
Test.User	docuware@dsc@metrosales.com		<input checked="" type="checkbox"/>	
			<input checked="" type="checkbox"/>	

5 To change the user's password or send a reset link, select the "Edit" icon.

The screenshot shows a user management interface with a search filter and an information icon. The table below has the following data:

Username	Roles/Groups	Action
		Edit

6 Select "change password" or "send email to user".

First name	<input type="text" value="Test"/>
Last name	<input type="text" value="User"/>
Email	<input type="text" value="docuware@dsc@metrosales.com"/>
Password	Change password or send email to user
	<input type="checkbox"/> User's password never expires

Out-of-office

User is out-of-office. Substitution rules apply

7 If the user has forgotten their password, they can also click the "Reset password" link on the login screen.

Username	<input type="text" value="test.user"/>
Password	<input type="password"/>
Remember me	<input type="checkbox"/>
	Reset password
<input type="button" value="Log in"/>	