# Change user's password

You can change your user's account password from the Linkscope Web application.

#### Step-by-step guide

To Change user's password:

1. From the Linkscope Web application, you click to Configuration ? General ? Users at the menu.

N/	AVIGATION	
==	Dashboard	
Ţ	Application	
¢\$	Configuration	~
	General	<
	System	
	Company	
	Site	
	ACD	
	API User	
	Location	
	Device Type	
	Role & Permission	
	Users	
	IVR	
	Country Code	

2. At the All Users table, select any row you want to change a new password.

- luke	Dime	Death	05403-4- 7400 4306 040k - 44034-640 - dimension	DDIMA Assats	( • )	( at a	
					•		
	scope		admin@primas.net	Administrators	<ul> <li>Image: A set of the set of the</li></ul>	•	CN
	scopes		4000000-0004-4007-0400-a02ea7179c02@gmail.com	Administrators		•	

3. Click button on that row. Edit popup is displayed.

Edit			$\times$
Ignore the password informa	ation if you don't want to c	hange it	
User Name	linkscope		
Email	admin@primas.net	*	
Company	Select Company	•	
Location	Select Location	•	
Old Password		]	
New Password		]	
Confirm Password		]	
Upload Photo	Select files		
	<ul> <li>○ u</li> </ul>	Update 🛞 Cancel	

4. On the Edit popup, you enter Old Password and New Password, Confirm Password into the textbox.

Edit			×
Ig	nore the password inform	ation if you don't want to change it	
	User Name	linkscope	
	Email	admin@primas.net *	
	Company	Select Company 🔹	
	Location	Select Location 🔹	
	Old Password		
	New Password		
	Confirm Password	••••••	
	Upload Photo	Select files	
		⊘ Update	

5. Then click to Update button.

Edit	×
Ignore the password informa	ation if you don't want to change it
User Name	linkscope
Email	admin@primas.net *
Company	Select Company 🔻
Location	Select Location 🔹
Old Password	•••••
New Password	•••••
Confirm Password	•••••
Upload Photo	Select files
	⊘ Update

If the system shows this message, you change successfully a new user's password.

PRIMAS =	User has been successfully modified.
Reset Password For ALL InActive	
New Password * Reset Password	
All Users Create User Delete All Selected	
(i) Note: If you do not know your user's account password, you cannot change the password.	

### Agent can also change the password from Notifier

The Notifier allows the agent to change the LinkScope password in the below dialog.

#### Step-by-step guide

To change the agent's password:

1. From LinkScope Notifier, click on menu Tools ? Change Password.

🕓 40014 signed in	1	- • •				
File Features	Tools	Plugins Help				
Dashboard	Op	otions				
	Se	t Customer Profile				
	En	nail 🕨				
	Cł	iat 🕨				
	Re	connect				
	Change Password					
Phone Lookup						
7979797979 Search						
Status: 🥑 Online	e 🥑 Port	Version: 2.0.0.12493				

2. Enter the required fields and click Change Password

	🔮 40011 signed in 📃 🗉 🗶					
	File Features	Plugins	Help			
	Dashboard					
Cha	nge Password				×	
U: O Ni Ci	User Name: 40011 Old Password: ***** New Password: ***** Confirm Password: *****					
Change Password						
Status: Online Port Version: 2.0.0.9999						

3. Change successfully.



## **Related articles**

- How to use Phone Lookup
- How to enable/disable the post call survey feature
- How to manage Notifier Setting at Screen Pop Configuration
- How to enable/disable the calls in queue feature
- How to manage CTI Link at Screen Pop Configuration