

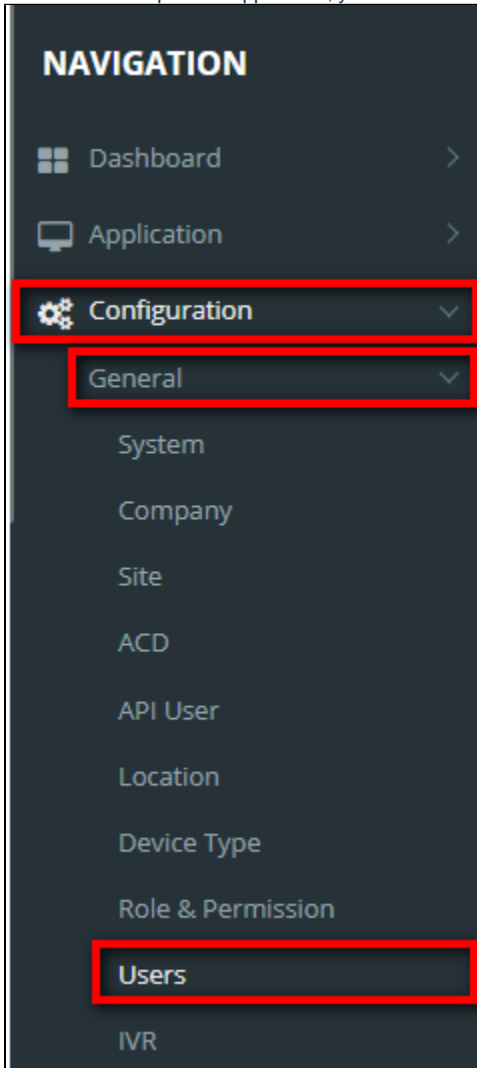
Reset user's password

If a user forgets the password login to service or if you think their account has been compromised, you can reset their password from the Linkscope Web application.

Step-by-step guide


To rest the user's password:

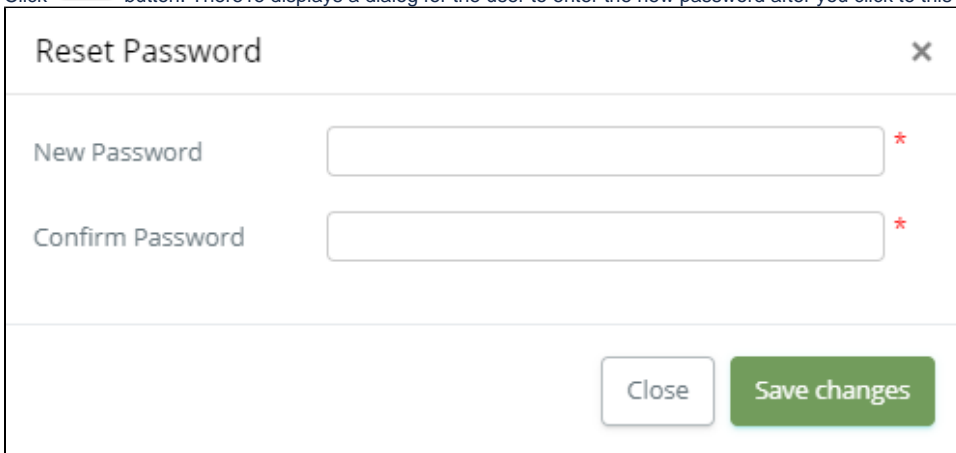
1. From the Linkscope Web application, you click to **Configuration ? General ? Users** at the menu.



2. At **All Users** table, select any row, you want to reset the password.

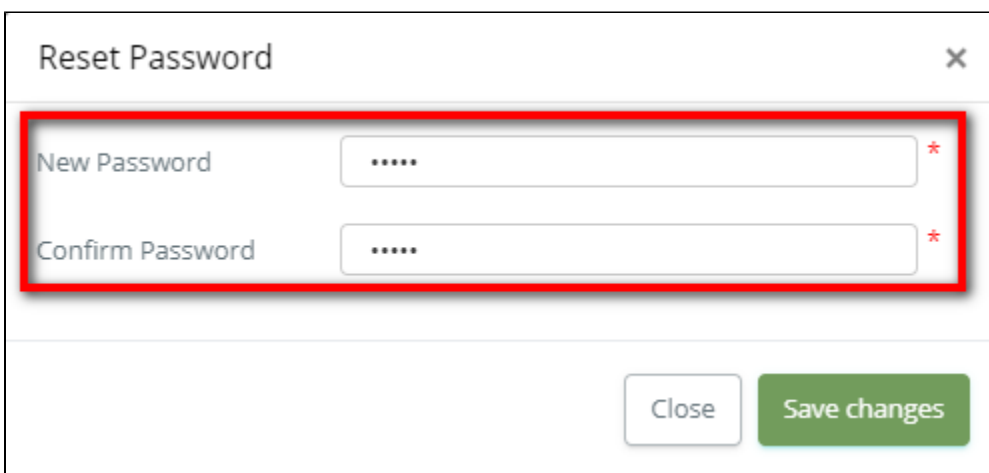
<input type="checkbox"/>	linkscope	admin@primas.net	Administrators	✓	✓	⊙	⊗	⊕
<input type="checkbox"/>	linkscope	admin@primas.net	Administrators	✓	✓	⊙	⊗	⊕

3. Click  button. There're displays a dialog for the user to enter the new password after you click to this button.



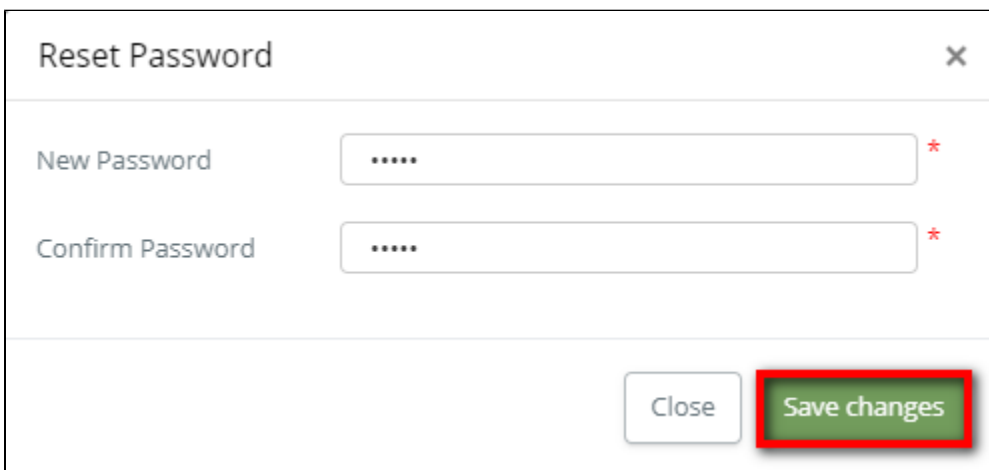
The dialog box is titled "Reset Password" with a close button (X) in the top right corner. It contains two input fields: "New Password" and "Confirm Password", each followed by a red asterisk (*). At the bottom right, there are two buttons: "Close" and "Save changes".

4. At the Reset Password dialog, you enter **New Password** (Min. 5 Chars - Max. 30 Chars), **Confirm Password**.



The dialog box is titled "Reset Password" with a close button (X) in the top right corner. The "New Password" and "Confirm Password" input fields are now filled with five dots (.....) and are highlighted with a red rectangular border. Each field has a red asterisk (*) to its right. At the bottom right, there are two buttons: "Close" and "Save changes".

5. Select **Save Changes**.



The dialog box is titled "Reset Password" with a close button (X) in the top right corner. The "New Password" and "Confirm Password" input fields are filled with five dots (.....) and have a red asterisk (*) to their right. At the bottom right, the "Save changes" button is highlighted with a red rectangular border, while the "Close" button remains unhighlighted.

If the system shows this message, you reset the password successfully.



The system message "Reset password successful" is displayed in a green box with a red border in the top right corner. Below it, a breadcrumb trail shows the navigation path: Home > Configuration > General > Users.

Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)