Password Reset

Passwords can be reset three (3) ways.

The first way a password can be reset is when they don’t have an email address applied to their record to receive the Reset Password Email.

Go directly to the users (Employees, Job Contact, Company Contact or Sub/Tech Employee) record and click the icon next to the word Password Reset.

Click Reset Password
The following Pop-up will display click OK

Click the Reset Link to proceed

Reset Link https://training.restorationmanager.net/Logon/ForgotPassword...
Allow RM.Net access

The Reset Password page will open in a new browser window.

Apply your Username then add the New Password then Confirm New Password and click Submit to proceed.
Important: The New Password must meet at least the strength of Weak or above (Good, Excellent) to proceed.

Apply the Username and New Password → Click Submit

After submitting the password change the page redirects to the Homepage
Password Reset

The second way a password can be reset is to go directly to the users (Employees, Job Contact, Company Contact or Sub/Tech Employee) record and click the icon next to the word Password to Send the Reset Email.

After the email is sent the following message will display.

Example of the Reset Password Email.

**Restoration Manager Password Reset**

Hello,

There has been a request to change the password for Lead Tech on training.restorationmanager.net

Your account has been locked pending this password change. To change your password follow the link below.

[Reset Password]

The recipient of the email needs to click the Reset Password button to proceed.

**IMPORTANT:** If email wasn’t received please look in your Junk and/or Spam folder

**Note:** If they click the Reset Password 10 + minutes after the Reset email was sent, they will receive the following message.

The Reset Password page will open in a new browser window.

Apply your Username then add the New Password then Confirm New Password and click Submit to proceed.

**Important:** The New Password must meet at least the strength of Weak or above (Good, Excellent) to proceed.
Password Reset

After clicking Submit the page redirects to the login page. The following message will display click OK and then proceed to Login.

The third way a password can be reset is from the Login page click Forgot your Password?

The Forget Password page will open in a new browser window. Apply your Username then click the email icon to Email the Reset Link.

The following message will display click OK to proceed

Sample of the Reset Password Email.

Restoration Manager Password Reset

Hello,

There has been a request to change the password for Lead Tech on training.restorationmanager.net

Your account has been locked pending this password change. To change your password follow the link below:

Reset Password

Sent From Restoration Manager
Password Reset

The recipient of the email needs to click the Reset Password button to proceed.

**IMPORTANT: if email wasn’t received please look in your Junk and/or Spam folder**

**Note:** If they click the Reset Password 10 + minutes after the Reset email was sent, they will receive the following message.

The Reset Password page will open in a new browser window.

Apply your Username then add the New Password then Confirm New Password and click Submit to proceed.

**Important:** The New Password must meet at least the strength of Weak or above (Good, Excellent) to proceed.

![Password Reset page](image)

After clicking Submit the page redirects to the login page. The following message will display click OK and then proceed to Login.

![Password successfully reset](image)