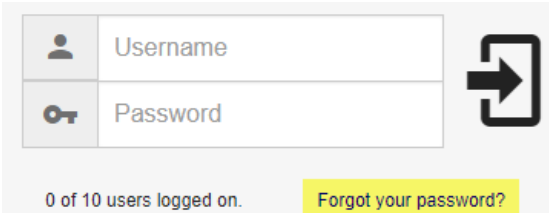


## Password Reset

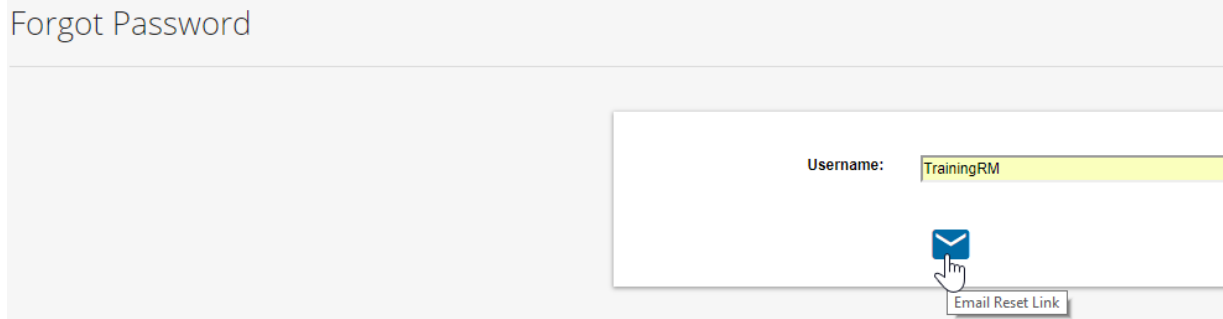
Passwords can be reset three (3) ways.

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



0 of 10 users logged on. **Forgot your password?**

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

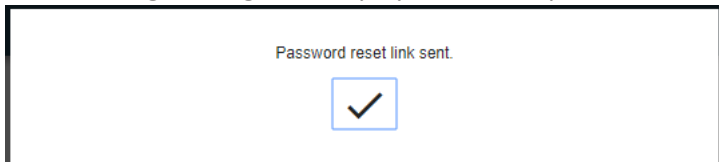


Forgot Password

Username: TrainingRM

Email Reset Link

The following message will display click **OK to proceed**



Password reset link sent.

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.

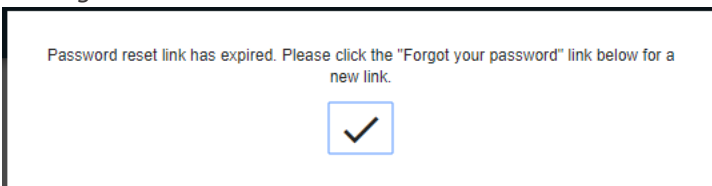
[Reset Password](#)

Sent From Restoration Manager

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.



Password reset link has expired. Please click the "Forgot your password" link below for a new link.

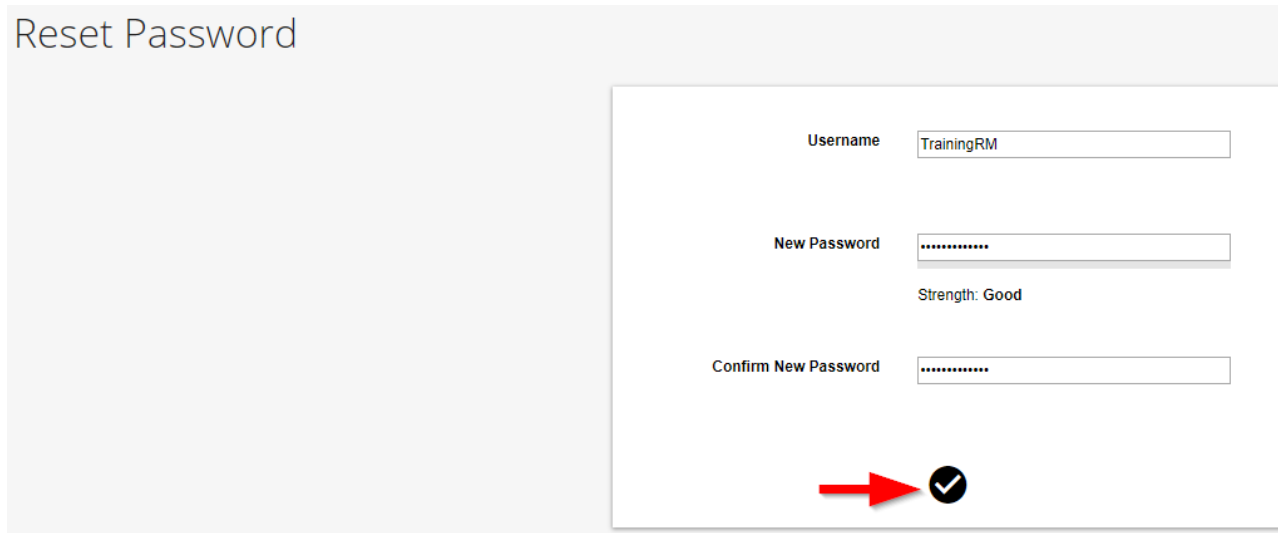
## Password Reset

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.

Reset Password




Username

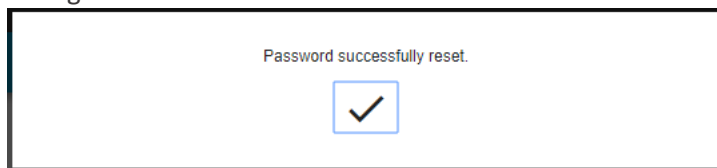
New Password

Strength: Good


Confirm New Password



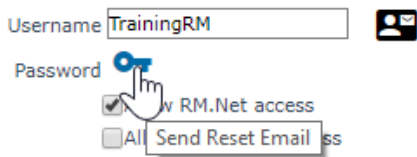
After clicking **Submit** the page redirects to the login page. The following message will display click **OK** and then proceed to Login.





Password successfully reset.



The **second** way a password can be reset is by the administrator 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.



Username  

Password 

Allow RM.Net access

Send Reset Email

After the email is sent the following message will display.

training.restorationmanager.net says

The Email Was Successfully Sent To dbryant@verisk.com

OK

## Password Reset

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](#)

Sent From Restoration Manager

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.*

Password reset link has expired. Please click the "Forgot your password" link below for a new link.



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.*

### Reset Password

Username	<input type="text" value="TrainingRM"/>
New Password	<input type="password" value="....."/>
	Strength: Good
Confirm New Password	<input type="password" value="....."/>



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.




## Password Reset

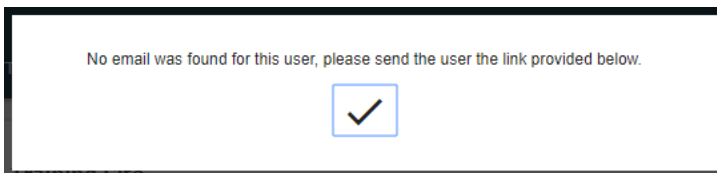
The **third** way a password can be reset is by the admin directly within the employee record. The steps below are how a password needs to be reset when the employee doesn't have an email address in their record to receive the Reset Password Email.

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

Username  

Click Reset Password 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

Reset Password

Username	<input type="text" value="TrainingRM"/>
New Password	<input type="password" value="....."/>
	Strength: Good
Confirm New Password	<input type="password" value="....."/>
	 

After submitting the password change the page redirects to the Homepage