Forgot Password

SYSPRO 8

Reference Guide

SYSPRO™
Simplifying your Success

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Where does it fit in?

This lets you reset your SYSPRO passwords without the assistance of a system administrator. Typically, you are locked out of the system when you exceed the pre-defined number of login attempts allowed.

You can request a password reset from the SYSPRO login screen by selecting the **Forgot Password** function.

You are then notified via email that a request for a password reset has been received and that the password has been reset.

The email includes a temporary password which is valid for a specified time period. When next you log into SYSPRO using the temporary password, you will need to enter a new password.

Navigation

- This functionality is accessed from the SYSPRO login screen.

Starting

Configuring

You configure the password setup options using the **System Setup** program.

- Enable the **Allow operator to reset password** option within the **Forgotten password options** section of the **Password definition** pane.

- Specify the number of hours before the temporary password expires at the **Hours before reset password expires** field.

- Use the **Maintain** link at the **Temporary password email template** field to customize the email that is sent out when the password reset request is received.

- Enable the **Email administrator** option within the **Notify when login attempt exceeded** section on the **Password definition** pane.

- Use the **Maintain** link at the **Login exceeded email template** field to customize the email that is sent out when the number of login attempts is exceeded.

- The email settings are specified in the **Email / SMTP settings** pane

Using

How to reset your SYSPRO password

1. Select the **Forgot Password** link on the **SYSPRO Login** screen.

   You will receive a notification email confirming your request for a password reset.

   The email includes a temporary password that is valid for a period of time specified by the system administrator.

   If the temporary password is expired, you can request another one using the **Forgot Password** link.

2. Login to SYSPRO using the temporary password.

   You will be prompted to enter a new password.

   After entering the new password, you will receive another email notifying you that your password has been reset.

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