

Forgot Password

SYSPRO 8

Reference Guide

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Exploring

Where it fits in?

This lets you reset your SYSPRO passwords without requiring the assistance of a system administrator (you're typically locked out of the system after exceeding a pre-defined number of login attempts allowed).

You can request a password reset from the SYSPRO login screen (select **Forgot Password**) and 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'll need to enter a new password.

Navigation

- This functionality is accessed from the SYSPRO login screen.

Starting

Prerequisites

The following setup options must be configured to use this feature:

Setup Options

Setup Options > System Setup > Connectivity

EMAIL/SMTP SETTINGS

- SMTP server IP address
- Outgoing email address
- Username
- Password
- Server port
- Use SSL

Configuring

You configure the password setup options using the **Setup Options** program (*Setup Options > System Setup > Password Definition*).

- Enable the **ALLOW OPERATOR TO RESET PASSWORD** option within the **FORGOTTEN PASSWORD OPTIONS** section. Specify the number of hours before the temporary password expires at the **HOURS BEFORE RESET PASSWORD EXPIRES** field.
- Use the **Configure forgot password email template** hyperlink 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.
- Use the **Configure login exceeded email template** hyperlink to customize the email that is sent out when the number of login attempts is exceeded.
- The email settings are specified on the **Connectivity** form.



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