

Resetting A User's Password

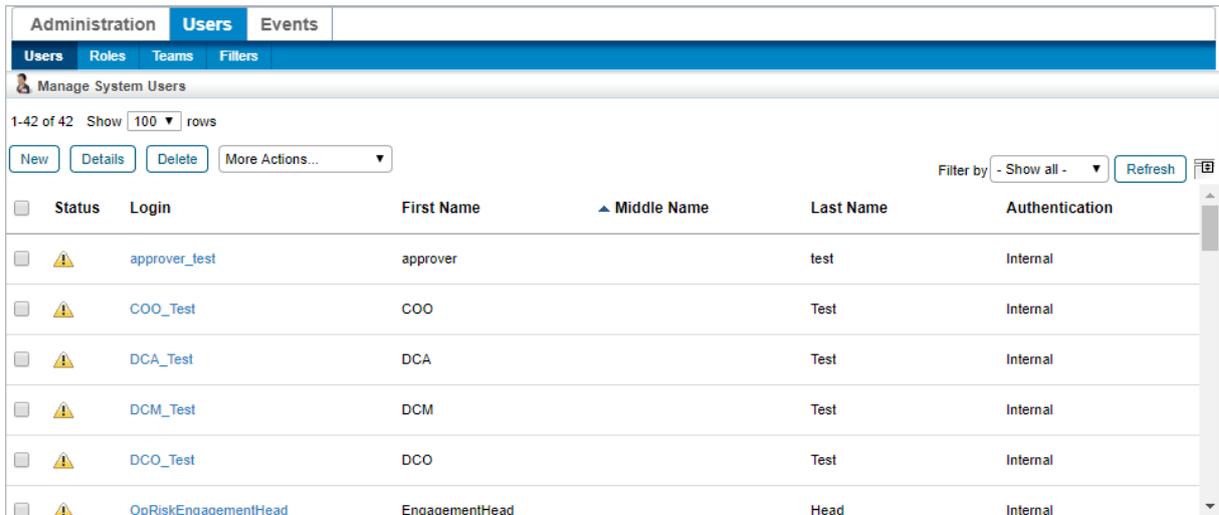
While administrators and users with administration privilege are unable to change the password of another user, they are able to request that the user changes his or her password. Doing this will send a notification to the user that includes a link to where his or her password can be changed.

The amount of time users have to change their password once the **password reset request has been initiated** is **15 minutes** by default, but it can be adjusted. To do this, place the following property in the Agilience properties file:

```
com.agilience.admin.security.PasswordRequestNotificationResponse.lifeSpan=[number of seconds until password expires]
```

To send a password change request to a user (for administrators):

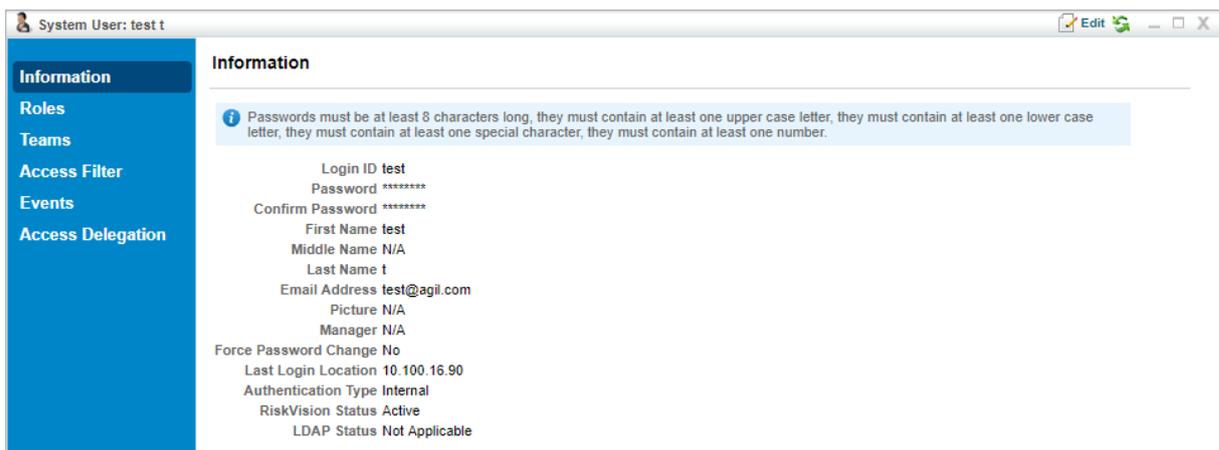
1. Open the **Administration** application in RiskVision.
2. Navigate to **Users > Users**.



Status	Login	First Name	Middle Name	Last Name	Authentication
<input type="checkbox"/>	approver_test	approver		test	Internal
<input type="checkbox"/>	COO_Test	COO		Test	Internal
<input type="checkbox"/>	DCA_Test	DCA		Test	Internal
<input type="checkbox"/>	DCM_Test	DCM		Test	Internal
<input type="checkbox"/>	DCO_Test	DCO		Test	Internal
<input type="checkbox"/>	OpRiskEngagementHead	EngagementHead		Head	Internal

The Users page.

3. Click the desired user's name to bring up the Information page.



System User: test t

Information

Passwords must be at least 8 characters long, they must contain at least one upper case letter, they must contain at least one lower case letter, they must contain at least one special character, they must contain at least one number.

Login ID test
Password *****
Confirm Password *****
First Name test
Middle Name N/A
Last Name t
Email Address test@agil.com
Picture N/A
Manager N/A
Force Password Change No
Last Login Location 10.100.16.90
Authentication Type Internal
RiskVision Status Active
LDAP Status Not Applicable

The selected user's Information page.

4. Click **Edit**.
5. Click the checkbox next to **Reset User Password**.

System User: user 2

Information

Roles
Teams
Access Filter
Events
Access Delegation

Information

Passwords must be at least 8 characters long, they must contain at least one lower case letter, they must contain at least one number.

Login ID user2

Reset User Password

First Name* user

Middle Name

Last Name* 2

Email Address* user2@idcagl.com

Picture N/A

Manager

Last Login Location N/A

Authentication Type Internal

RiskVision Status Active

LDAP Status Not Applicable

The Reset User Password checkbox.

- Click Save.

The **Reset User Password** checkbox is displayed by default from version 9.3 and up. To disable this option, a property must be placed in the **agilience.properties** file. This property is called `com.agilience.systemuser.showPassowrdReset` for RiskVision version 9.3 and `com.agilience.systemuser.showPasswordReset` for version 9.3.5 and up. This will allow administrators to change a user's password on their own with a **Password** and **Confirm Password** text box.

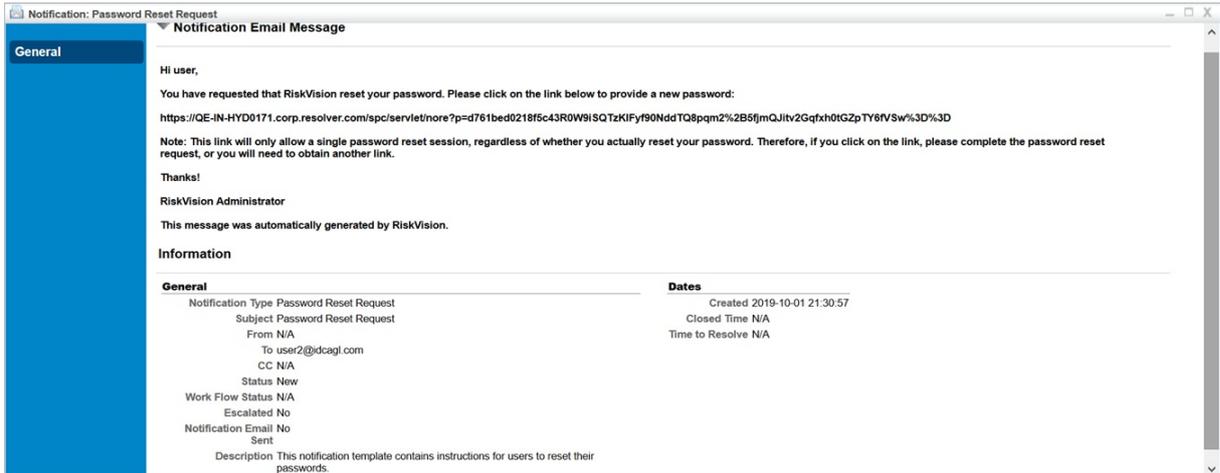
To reset a password after receiving a request from an administrator (for users):

- Navigate to Home > Message Center.

Home	Entities	Assessments	Content	Analytics	Configuration	
Welcome	Message Center	Findings	Questionnaires	Submitted Questionnaires	Tickets	Exception Requests
Messages						
1-1 of 1						
<input type="button" value="Details"/>		<input type="button" value="Delete"/>		<input type="button" value="More Actions..."/>		Filter by <input type="text" value="- Show all -"/> <input type="button" value="Refresh"/>
<input type="checkbox"/>	Subject	Entity/Assessment	Status	Created On	Description	Error Message
<input type="checkbox"/>	Password Reset Request	N/A	New	2019-10-01 21:30:57	This notification template contains instructions for users to reset their passwords.	N/A

The Message Center.

- Click the notification titled **Password Reset Request** to open the notification.

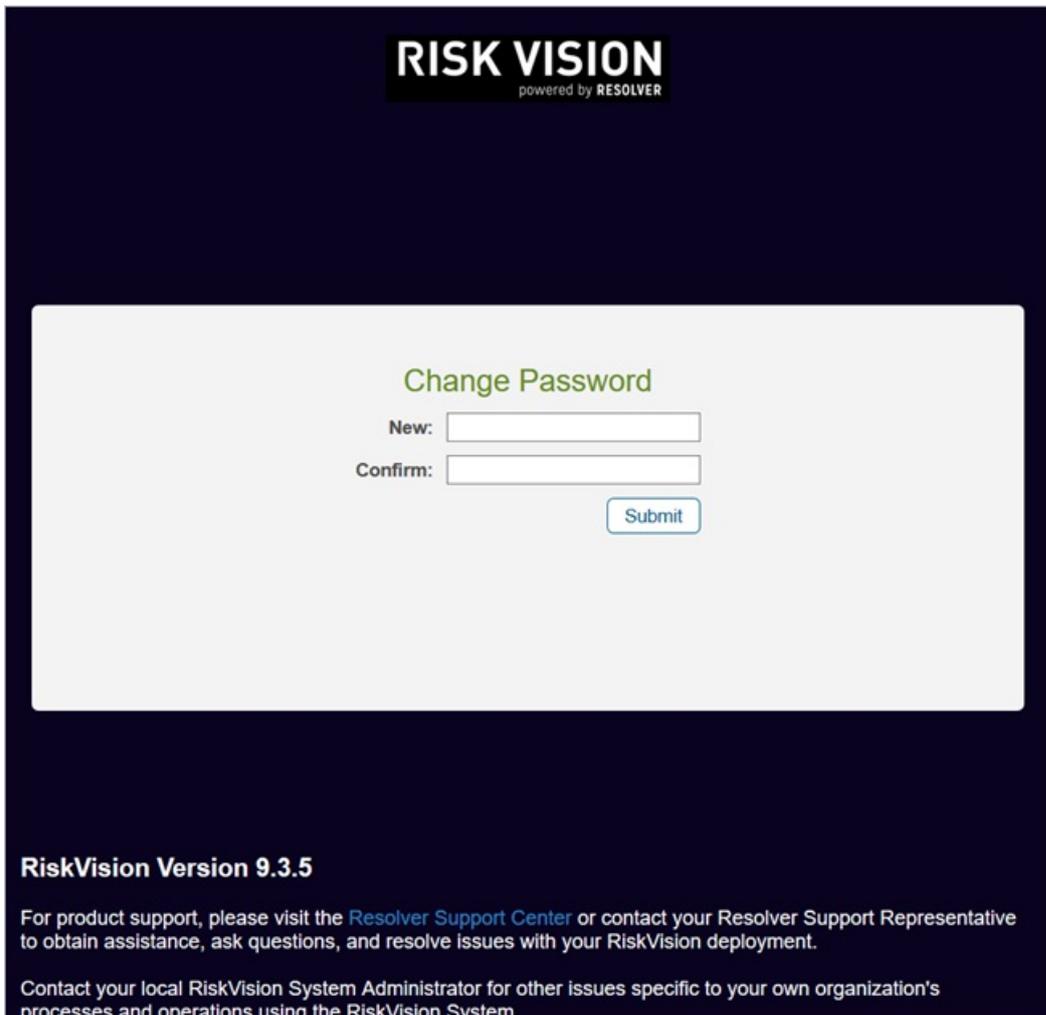


The Password Reset Request notification.



If your organization has synced RiskVision to their email server, you will be able to find the Password Reset Request notification in your email inbox.

3. Follow the URL in the notification to access the Change Password screen.



The Change Password screen.

4. Enter the new password in the **New** and **Confirm** fields.

5. Click **Submit**.