Reset User Passwords in the Test Environment

Purpose: To reset a user password in the test environment

Revision Date: 11/3/2017

Applies to: e-Builder Process: Issue Purchase Order/Issue Contract (Cost)

Who does it:
A user with Admin permissions in the TEST environment.

When to do it:
Usually done at the request of a user. May be needed after a periodic TEST refresh.

What to do:
1. Log in to mitdte.e-builder.net with admin username and password.
2. Click the Setup tab.
3. Click Users under Administration Tools (left side of screen)
4. Click Manage Users under Users.
5. Locate the user who requires a password reset.
6. Click the Edit link for the user.
7. On the Edit User page make sure that Require Single Sign On is unchecked.
8. Check the Access Expires field to ensure it is blank.
9. Save the User Record. (depending on performance this step may take a minute or so to complete in e-Builder)
10. Click the Cancel button on the User Details page.
11. Click the Checkbox for the user.
12. Click the **Email User** button.

13. Fill out the message window as below. Check the **Notify user that he/she has been added** and the **Include Login Info boxes**. Click the **Send** button.

14. The user is sent the following from e-Builder to their Outlook (or other) inbox. This message can take several minutes to arrive in the user’s inbox.

   **Note:** If the message does not arrive check the Junk and if present, the Clutter, folders for your email client.

15. The user resetting their password clicks on the **Forgot Your Password** link in the email message.
Robert Brosseau,

You now have access to the Massachusetts Institute of Technology (MIT) account.

**Your login information**

*Username:* robertbr@mit.edu

[Forgot your password?]

[Login >>]

If you have any questions concerning this account please contact your Administrator.

**Administrator Contact Information**

Robert Brosseau
508-451-3308
robertbr@mit.edu

**Message from Robert**

This will reset your password for the e-Builder TEST environment. It will not make any changes to the e-Builder Production environment.

**e-BUILDER Technical Support**

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support@e-builder.net

16. The following window appears to generate a generic password. The user enters their email address. A subsequent window appears into which the user will have to answer a security question that they setup when they first registered for the e-Builder system.
17. The user receives an email with a temporary password.

Robert,

Here is your temporary password.

Your username and password

Username: robertbr@mit.edu
Password: 866a67

Login >>

e-Builder Technical Support
support@e-builder.net
18. The user enters the temporary password to log in to mitdte.e-builder.net.

19. The system will force the user to reset their password and to verify security questions before allowing login.

Notes:

This SOP will only work for the TEST environment because it does not require single sign-on.