

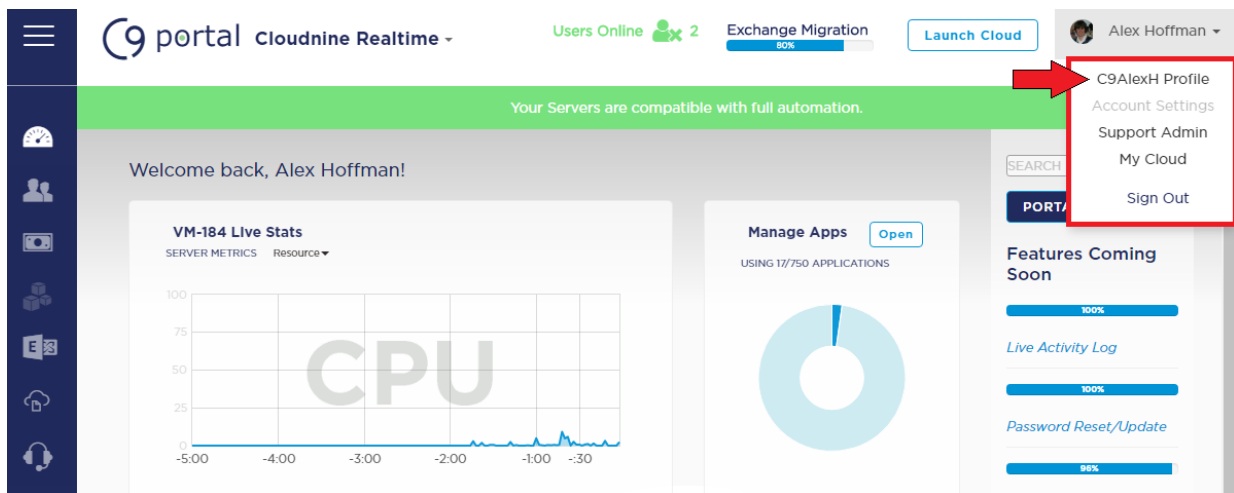
Password Resets

PURPOSE

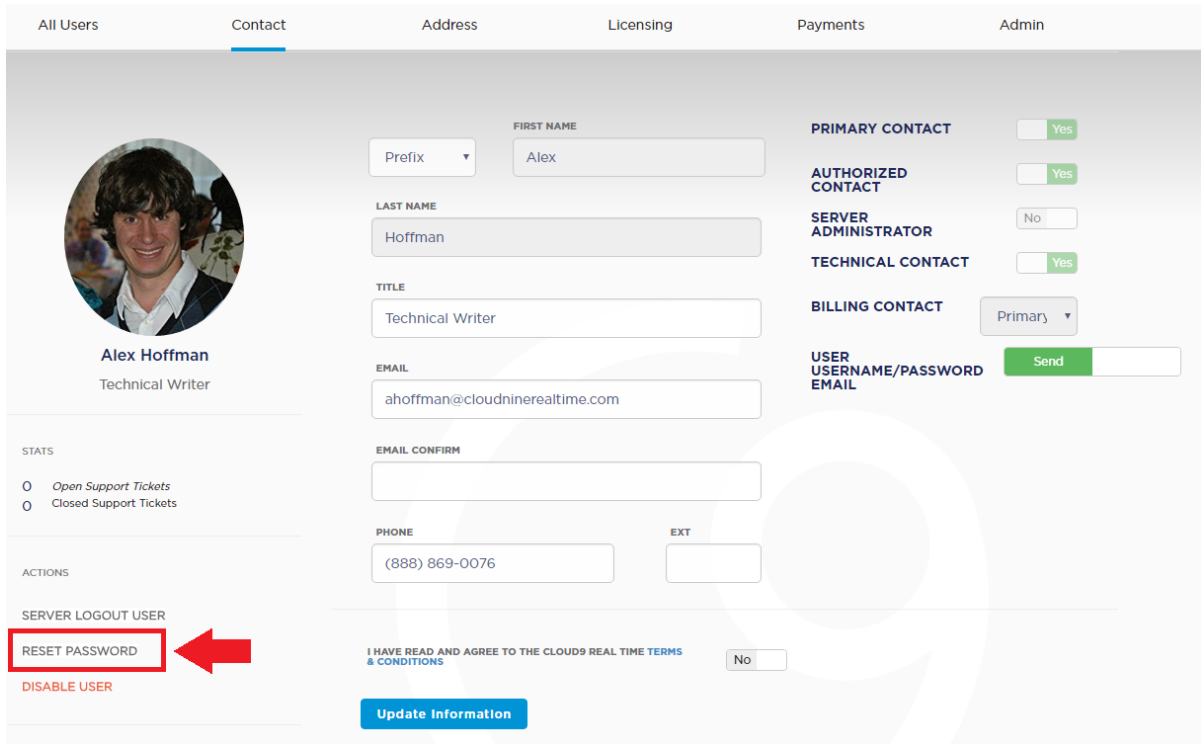
This document covers how to reset a password in the C9 Portal. All users have the ability to reset their own password. Authorized contacts have the ability to reset the password for any user.

RESET YOUR PASSWORD

1. Log into the [C9 Portal](#).
2. Click on your user name (top right) and select the option to view your profile.



3. Click **Reset Password** (listed under Actions).



The screenshot shows the user profile for Alex Hoffman. The 'Actions' section on the left contains the following items:

- SERVER LOGOUT USER
- RESET PASSWORD** (highlighted with a red box and a red arrow)
- DISABLE USER

The main profile area includes fields for:

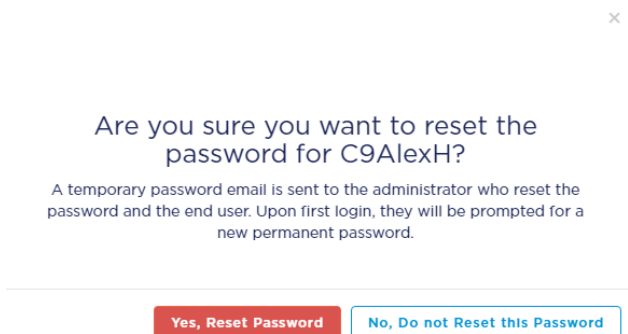
- Prefix: dropdown menu
- FIRST NAME: Alex
- LAST NAME: Hoffman
- TITLE: Technical Writer
- EMAIL: ahoffman@cloudninerealttime.com
- EMAIL CONFIRM: empty field
- PHONE: (888) 869-0076
- EXT: empty field

 On the right side, there are several toggle switches:

- PRIMARY CONTACT: Yes
- AUTHORIZED CONTACT: Yes
- SERVER ADMINISTRATOR: No
- TECHNICAL CONTACT: Yes
- BILLING CONTACT: Primary (dropdown)
- USER USERNAME/PASSWORD EMAIL: Send button and empty field

 At the bottom, there is a checkbox for 'I HAVE READ AND AGREE TO THE CLOUD9 REAL TIME TERMS & CONDITIONS' (set to No) and an 'Update Information' button.

4. Click **Yes, Reset Password** when prompted.



The dialog box contains the following text:

Are you sure you want to reset the password for C9AlexH?

A temporary password email is sent to the administrator who reset the password and the end user. Upon first login, they will be prompted for a new permanent password.

At the bottom, there are two buttons:


- Yes, Reset Password** (highlighted in red)
- No, Do not Reset this Password

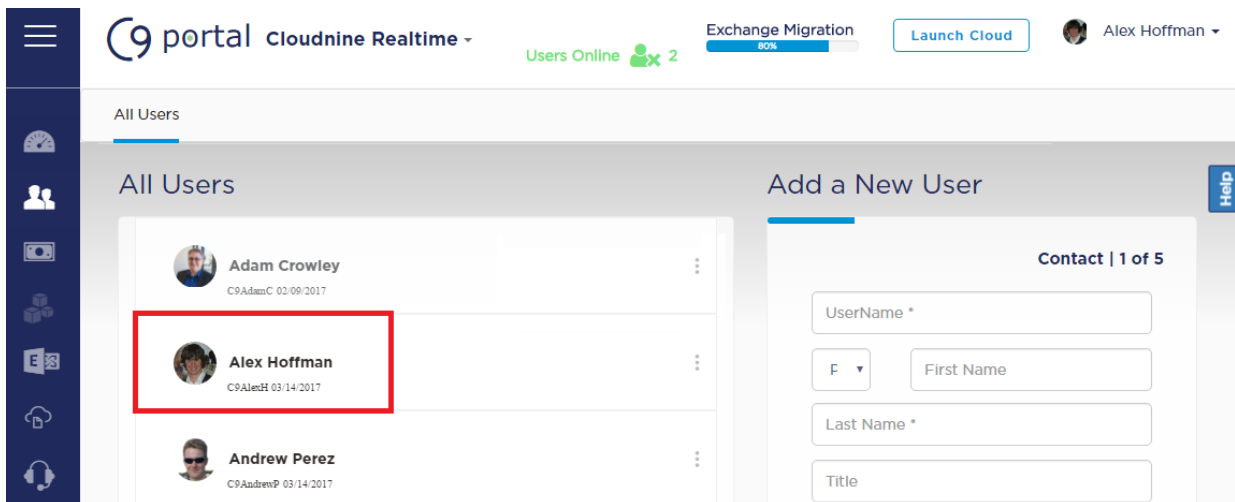
After initiating a password reset, you will be sent a temporary password. When you log in to the C9 Portal with that temporary password you will be prompted to create a new permanent password. If you are logged into your server when you reset your password, you will not be able to use the temporary password until you have logged out of the server.



RESETTING ANOTHER USER'S PASSWORD

Authorized Contacts can reset any user's password from the [Manage Users page](#). Follow the steps below to do so:

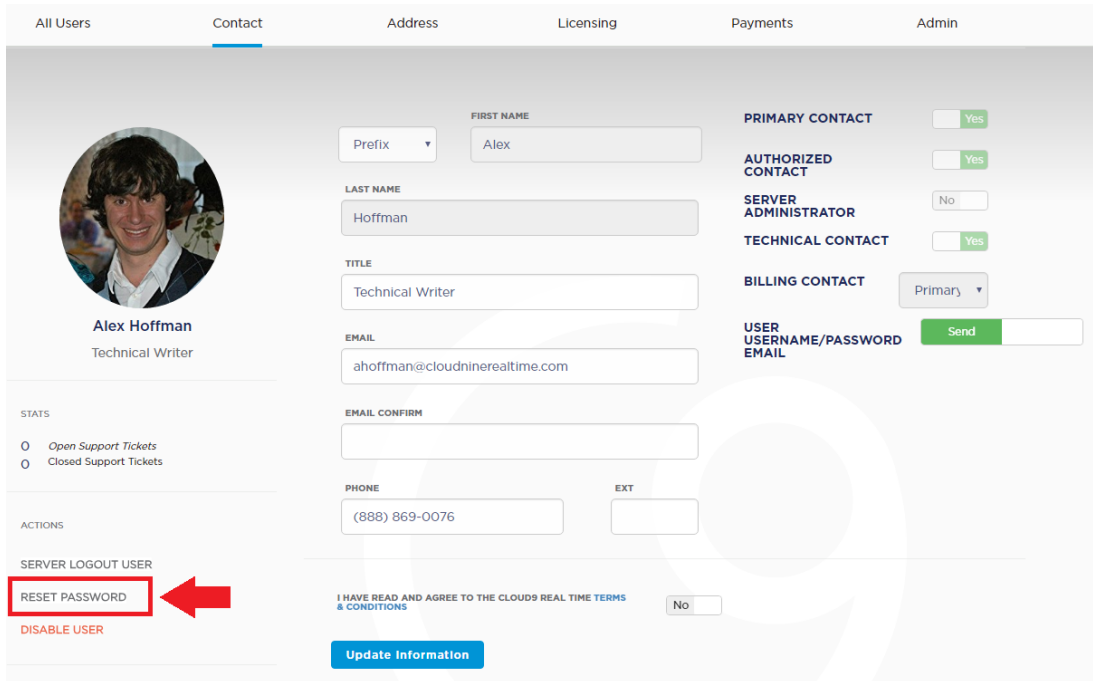
1. Log into the [C9 Portal](#).
2. Click the **Manage Users** icon () in the main side menu.
3. Select the user whose password you want to reset.



The screenshot shows the Cloudnine Realtime C9 Portal interface. The top navigation bar includes the logo, 'portal Cloudnine Realtime', 'Users Online 2', 'Exchange Migration 80%', and a 'Launch Cloud' button. The user 'Alex Hoffman' is logged in. The main content area is titled 'All Users' and displays a list of users: Adam Crowley, Alex Hoffman (highlighted with a red box), and Andrew Perez. To the right, the 'Add a New User' form is visible, showing fields for 'UserName *', 'First Name', 'Last Name *', and 'Title'.

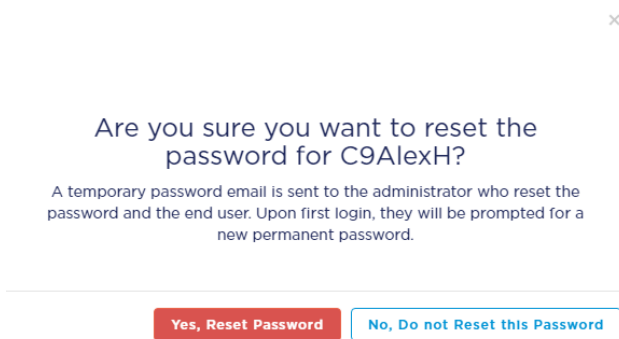


4. On their profile page click **Reset Password** (listed under Actions).



The screenshot shows the user profile page for Alex Hoffman, a Technical Writer. The page is divided into several sections: 'All Users', 'Contact', 'Address', 'Licensing', 'Payments', and 'Admin'. The 'Contact' tab is active. The profile information includes a profile picture, name, title, and contact details. The 'Actions' section is highlighted, and the 'RESET PASSWORD' link is circled in red with a red arrow pointing to it. Other links in the 'Actions' section include 'SERVER LOGOUT USER' and 'DISABLE USER'. The 'Update Information' button is also visible.

5. Click **Yes, Reset Password** when prompted.



The dialog box asks: "Are you sure you want to reset the password for C9AlexH?". It provides a brief explanation: "A temporary password email is sent to the administrator who reset the password and the end user. Upon first login, they will be prompted for a new permanent password." At the bottom, there are two buttons: "Yes, Reset Password" (highlighted in red) and "No, Do not Reset this Password".

After initiating the password reset, the user will be sent a temporary password (you will receive this password as well). Just as above, when they log in to the C9 Portal with that temporary password they will be prompted to create a new permanent password.

END OF DOCUMENT

