Recovering a Password

> The Password Recovery Process allows end-users to securely reset their account access credentials if they have forgotten their password. Its primary purpose is to enable self-service password management, reducing administrative support requests and ensuring users can quickly regain access to the portal. This article is intended for OperationsCommander (OPSCOM) administrators to help them understand and support the recovery workflow.

Setup and Configuration

This feature is a standard component of the user portal and requires no specialized administrative setup to function for local accounts.

> If a user's login source is configured using Single Sign-On (SSO), they cannot use the standard OPSCOM password recovery tool. They must reset their password directly through your organization's designated SSO provider. Only users with a local system login can utilize this password recovery option.

Using this Feature

Administrators can use the following instructions to guide users through the standard password recovery workflow.

Requesting a Reset Link

1. Navigate to the **Login Page** of the user portal.
2. Click the **Forgot Password** link to open the recovery dialog box.

3. Enter the email address associated with the account into the provided field.
4. Click the **Send Reminder** button to trigger the automated system email.

Resetting the Password

1. Locate and open the recovery email sent by the system.
2. Click the secure link within the email body to navigate to the **Update Password** screen.
3. Enter a new password into the provided fields.
4. Click the **Reset Password** button to save the new security credentials.
5. Click the confirmation link provided on the screen to return to the **Login Page**.
6. Log in to the portal using the newly created password.

Best Practices and Considerations

- **Check spam and junk folders: Always advise users to check their spam or junk email folders if they report not receiving the password reset email.** Institutional or personal spam filters will occasionally miscategorize system-generated recovery emails.
- **Verify the registered email address: If a user attempts a password reset but the email never arrives, verify that they are entering the exact email address associated with their active user profile.** The system will not send a reset link to an unregistered or mistyped email address.

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