Resetting an Administrator's Forgotten Password

> The Administrator Password Reset feature allows users to securely recover access to their OperationsCommander (OPSCOM) administrative accounts. Its primary purpose is to provide a self-service method for resetting forgotten credentials quickly without requiring manual intervention from a primary system administrator. This article is intended for OPSCOM administrators who need to regain access to their portal.

Setup and Configuration

This feature is available by default on the Admin Login page and requires no specialized system setup to function. However, the system relies on the email address recorded in the user's profile to deliver the reset link.

Administrators with system configuration access can customize the automated email sent during this process by navigating to the *Email Templates* page and modifying the Lost Passwords template.

Using this Feature

If an administrator has forgotten their login credentials, they can initiate a secure reset process directly from the login screen.

1. Navigate to the Admin Login page and click **Forgot your Username or Password**.

2. Enter the valid email address currently associated with your administrator profile.
3. Click the **Send Reminder** button to trigger the automated email. The screen will refresh to display a confirmation message.
4. Check your email inbox for the password reset message and click the provided secure link.
5. Enter your email address into the recovery interface.
6. Enter your new password, and type it a second time in the confirmation field.
7. Click the **Reset Password** button to finalize the change.
8. Log in to the OPSCOM administrative portal using your newly created password.

> If you do not receive the password reset email within a few minutes, check your spam or junk folders. The system will only send the email if the address entered exactly matches an active administrator profile.

Best Practices and Considerations

- **Maintain updated contact information: Ensure that the email address on your admin profile is always accurate and current.** If an administrator loses access to the email account on file, they will be entirely unable to use this self-service reset feature and will be locked out until a primary administrator intervenes.
- **Customize the automated email: Organizations should configure the *Lost Passwords* email template to match internal IT policies.** Including specific instructions or support contact details

within the template helps reduce confusion if an administrator experiences issues during the reset process.

Revision #6
Created 22 May 2024 09:41:23
Updated 17 August 2026 11:57:39