

How do I Reset a Password for a User?

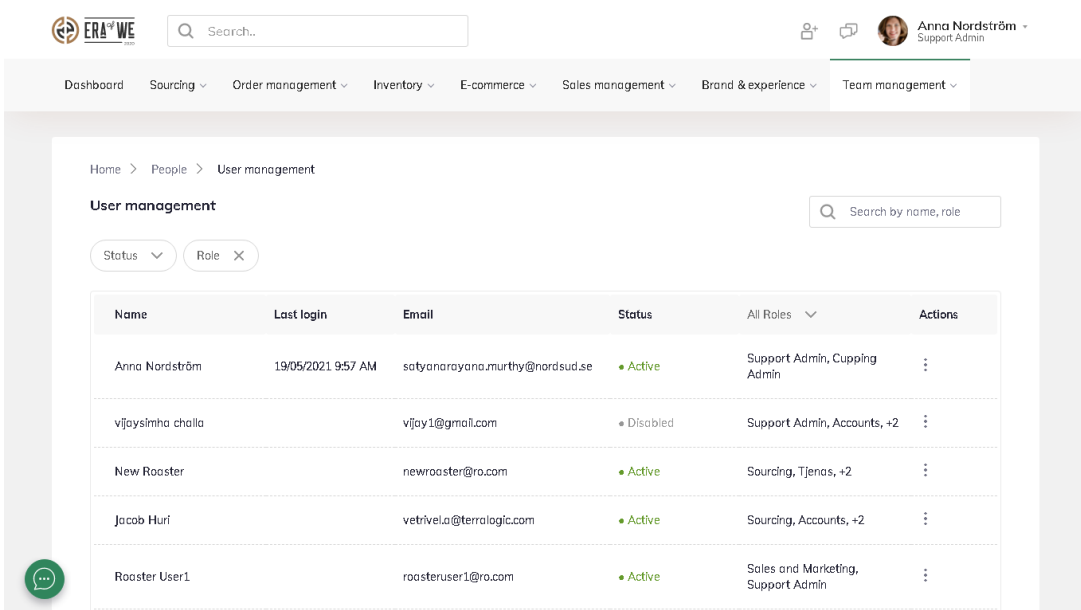
Nehal Gowrish - 2021-09-14 - Team Management

BRIEF DESCRIPTION

The Era of We application allows you to send recovery emails to the team members who have lost their password. In this documentation, you will understand how to send a password reset request as a roaster.

STEP BY STEP GUIDE

Step 1: Log in to your account, navigate to the 'Team management' tab and select 'User Management' option from the drop-down menu.



The screenshot shows the ERA of WE application interface. At the top, there is a search bar and a user profile for Anna Nordström, Support Admin. Below the search bar is a navigation menu with tabs: Dashboard, Sourcing, Order management, Inventory, E-commerce, Sales management, Brand & experience, and Team management. The Team management tab is selected, and the 'User management' option is chosen from the drop-down menu. The main content area displays a 'User management' section with a search bar and filters for Status and Role. Below this is a table of users:

Name	Last login	Email	Status	All Roles	Actions
Anna Nordström	19/05/2021 9:57 AM	satyanarayana.murthy@nordsud.se	Active	Support Admin, Cupping Admin	⋮
vijaysimha challa		vijay1@gmail.com	Disabled	Support Admin, Accounts, +2	⋮
New Roaster		newroaster@ro.com	Active	Sourcing, Tjenas, +2	⋮
Jacob Huri		vetriela@terralogic.com	Active	Sourcing, Accounts, +2	⋮
Roaster User1		roasteruser1@ro.com	Active	Sales and Marketing, Support Admin	⋮

Under user Management, you'll see a list of existing users with their details including activity status, roles, and last login.

User management

Status Role

<input type="checkbox"/>	Name	Last login	Email	Status	All roles	Actions
<input type="checkbox"/>	Luis stanley	-	luis.s@roaster.com	Pending	Sales	⋮
<input type="checkbox"/>	Lillian duncan	24/09/2019 1:00pm	lillian@roaster.com	Disabled	Accountant	⋮
<input type="checkbox"/>	Sean hawkins	13/09/2019 5:00pm	sean.H@roaster.com	Active	Brand management	⋮
<input type="checkbox"/>	Harold carpenter	02/09/ 2019 10:07am	harold@roaster.com	Active	Marketing	⋮
<input type="checkbox"/>	James fitzgerald	02/01/2020 7:23 am	james.f@roaster.co..	Active	Marketing	⋮
<input type="checkbox"/>	Mae grant	19/08/ 2019 9:16pm	moe.grant@roaster..	Active	Admin	⋮

Step 2: Click on the 'Vertical ellipsis' option for the user you want to manage/edit.

User management

Status Role

<input type="checkbox"/>	Name	Last login	Email	Status	All roles	Actions
<input type="checkbox"/>	Luis stanley	-	luis.s@roaster.com	Pending	Sales	⋮
<input type="checkbox"/>	Lillian duncan	24/09/2019 1:00pm	lillian@roaster.com	Disabled	Accountant	⋮
<input type="checkbox"/>	Sean hawkins	13/09/2019 5:00pm	sean.H@roaster.com	Active	Brand management	⋮
<input type="checkbox"/>	Harold carpenter	02/09/ 2019 10:07am	harold@roaster.com	Active	Marketing	⋮
<input type="checkbox"/>	James fitzgerald	02/01/2020 7:23 am	james.f@roaster.co..	Active	Marketing	⋮
<input type="checkbox"/>	Mae grant	19/08/ 2019 9:16pm	moe.grant@roaster..	Active	Admin	⋮

Step 3: Click on the 'Send recovery email' for the user that needs to set a new password.

User management

Status Role

<input type="checkbox"/>	Name	Last login	Email	Status	All roles	Actions
<input type="checkbox"/>	Luis stanley	24/09/2019 11:45am	luis.s@roaster.com	Active		<ul style="list-style-type: none">EditSend a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete
<input type="checkbox"/>	Lillian duncan	24/09/2019 1:00pm	lillian@roaster.com	Disabled		<ul style="list-style-type: none">Send a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete
<input type="checkbox"/>	Sean hawkins	13/09/2019 5:00pm	sean.h@roaster.com	Active		<ul style="list-style-type: none">Send a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete
<input type="checkbox"/>	Harold carpenter	02/09/ 2019 10:07am	harold@roaster.com	Active		<ul style="list-style-type: none">Send a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete
<input type="checkbox"/>	James fitzgerald	02/01/2020 7:23 am	james.f@roaster.co..	Active		<ul style="list-style-type: none">Send a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete
<input type="checkbox"/>	Mae grant	19/08/ 2019 9:16pm	moe.grant@roaster..	Active		<ul style="list-style-type: none">Send a messageSend recovery emailRenameDisable accountSimulated loginMake adminCustomize permissionsDelete

Thus, you can reset a password for a user as a roaster.

“If you still have any queries, then please feel free to connect with our support team.”