Synergy Password Reset Instructions

From the Quick Launch go to "User". Use the Magnifying glass to look up the staff member or if you are not sure of the name spelling, put in what you know and click Find. A popout box may appear and you can choose the employee from there. If you click their row they will appear back on your main screen.
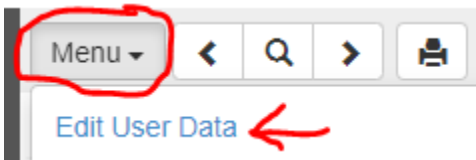

Make sure you have the correct employee as sometimes we have employees with very similar names (Sara, Sarah or Kelli, Kelly)

Check to see is the account has been Disabled:

If the box is checked then under the menu in the upper left corner choose "Edit User Data"

You will then be able to uncheck the Disabled box. Save!

(If the Disabled box is <u>not</u> checked and they just need a password reset continue with Instructions below.)

They may then require a password change as they will have been disabled because they tried a wrong password too many times.

Under Password put in a temporary password at least 15 characters long. It does not require any capitals or numbers or characters – just a minimum of 15 characters. (e.g., corvalliscorvallis) Confirm it.

On the left under Login check the box that says "Force Password Change on Next Login"

Save again! Send the new temporary password to the employee and your work is done!

Do <u>not</u> edit any of the other fields on the page, including the email field.