



Organisation Administrator – Resetting User Password & Unblocking User Accounts

Version 1

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1 Introduction

The Organisation Administrator has the ability to reset user passwords if they have forgotten it. If a user fails to type in the correct password their account may also get blocked, and therefore the Organisation Administrator will need to re-activate the users profile and reset their password to enable them to access the Close Call System (CCS).

2 Unblocking a user's account

If a user is unable to log in to CCS, the Organisation Administrator needs to access the user's account profile.

Click on the Organisation Administrators tab within the Start Centre, and click on Close Call Users hyperlink.

Figure 1



2.1 Check the user's account status

Press return in the empty filter fields to view all users, or type in all or part of the user's name to filter the user list.

Figure 2



Check the status of the user's account. If it shows as Blocked, the account will need to be activated again and the password reset. If the status shows as active, it is only the password that needs resetting.

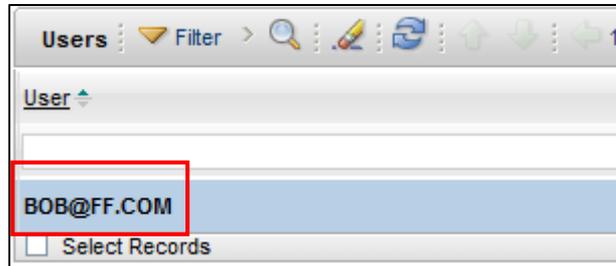
Figure 3



2.1.1 Updating the account status

Click on the user's email address to access their account.

Figure 3



If the account status is showing 'Blocked' click on the Change Status icon  and amend it to 'Active'

Figure 4

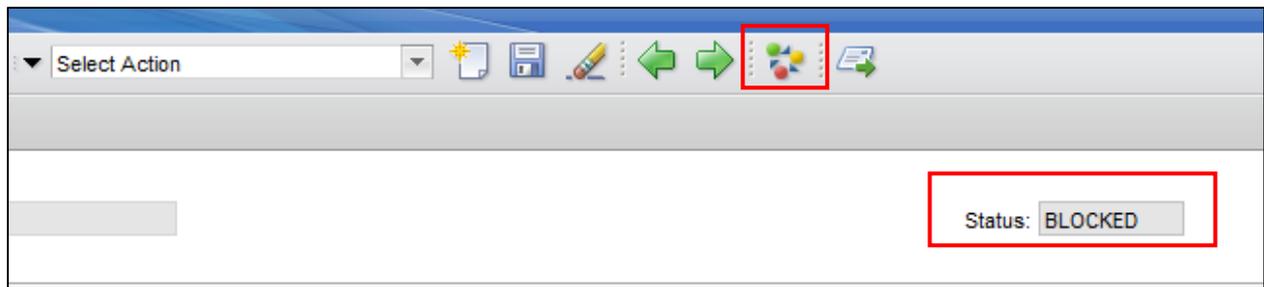
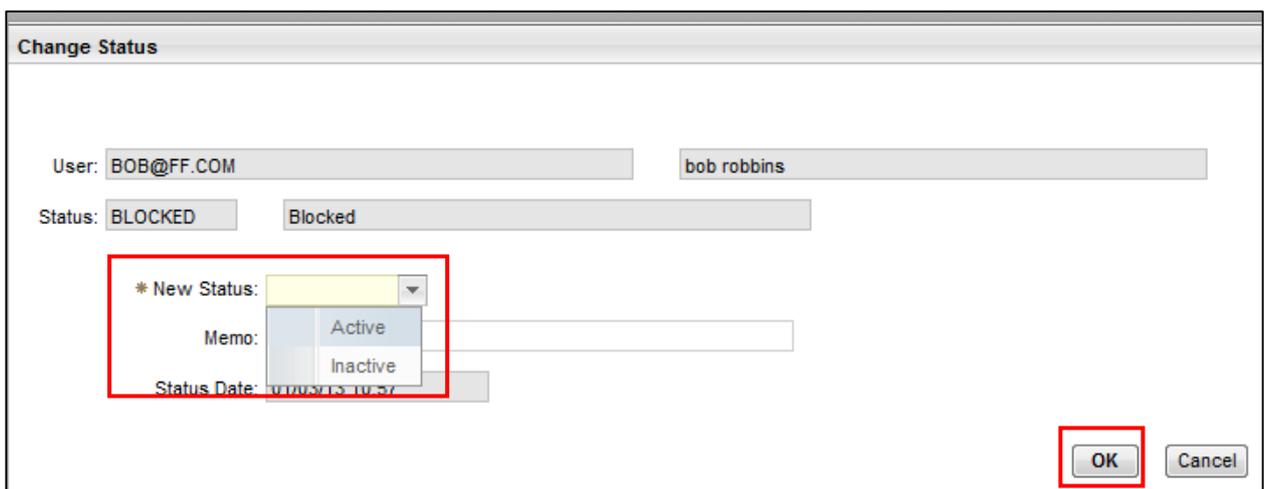


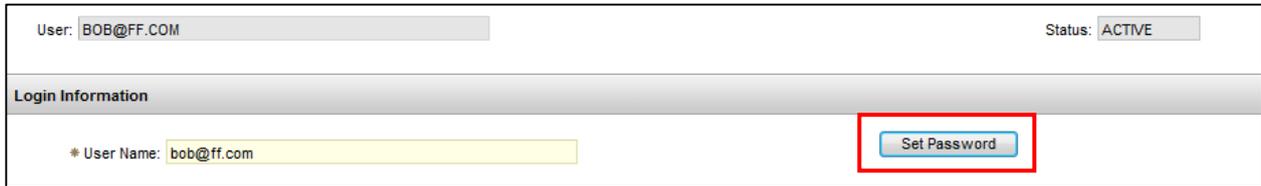
Figure 5



3 Resetting a user's password

Click on 'reset password' button

Figure 6



User: BOB@FF.COM Status: ACTIVE

Login Information

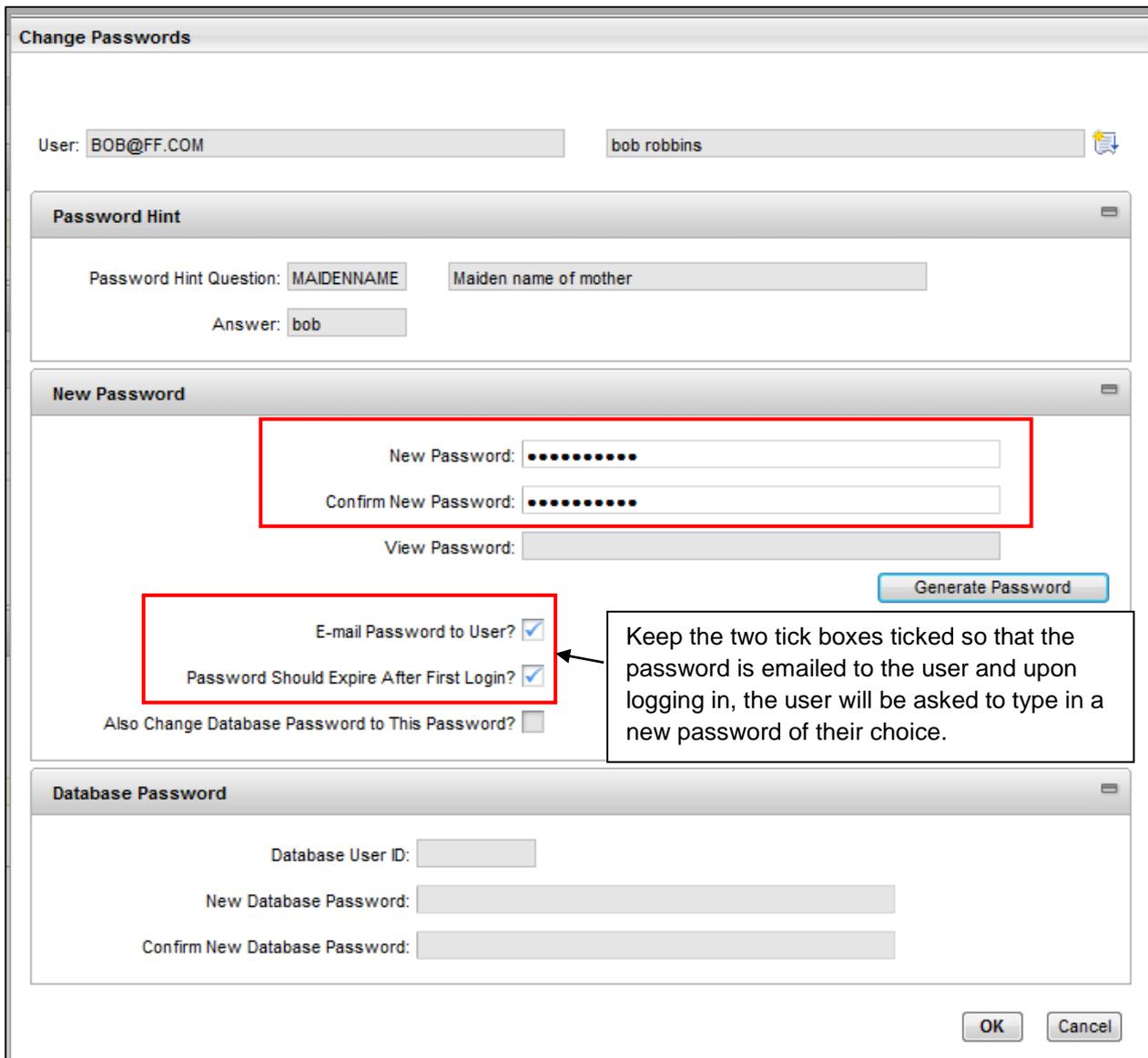
* User Name: bob@ff.com

Set Password

Type in a new temporary password in the two fields provided.

Ensure this password is simple and written all lower case so that the user can easily enter the system.

Figure 7



Change Passwords

User: BOB@FF.COM bob robbins

Password Hint

Password Hint Question: MAIDENNAME Maiden name of mother

Answer: bob

New Password

New Password:

Confirm New Password:

View Password:

Generate Password

E-mail Password to User?

Password Should Expire After First Login?

Also Change Database Password to This Password?

Database Password

Database User ID:

New Database Password:

Confirm New Database Password:

OK Cancel

Keep the two tick boxes ticked so that the password is emailed to the user and upon logging in, the user will be asked to type in a new password of their choice.

The record will automatically be saved

Figure 8



Please contact the CCS Support Team on closecall.enquiry@rssb.co.uk if require any further information or advice.