



## How does a user reset their own password?

### About Password Resets

Beginning with RALS version 7.1.4, if email is set up on the RALS server and a user's email address is listed under their operator details, the RESET PASSWORD option on the Login page may be used.

The screenshot displays the RALS login interface. At the top center is the RALS logo, followed by the text "New Look | New Features | Same Data". Below this, there are two columns. The left column contains two links: "Need help? View Documentation" with a question mark icon, and "Have feedback? E-mail Us" with an envelope icon. The right column is a login form titled "Welcome Back" with fields for "Operator ID \*" and "Password \*". Below the password field are two buttons: "RESET PASSWORD" and "LOGIN". At the bottom center, it says "RALSTM Version 7.1.5 | Build 23.38.0383" and the Abbott logo.

**Before using this feature, email MUST be set up on the server. The following information is required:**

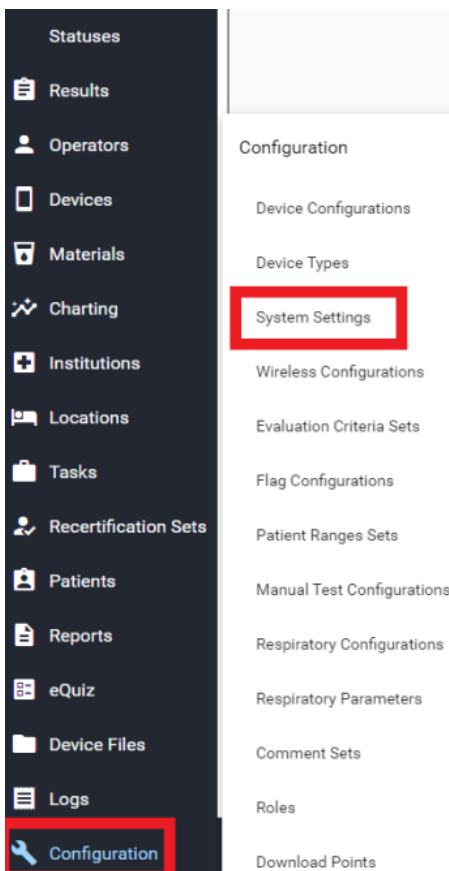
1. System SMTP from Email Address
2. System SMTP Password
3. System SMTP Port
4. System SMTP Server Address
5. System SMTP Use SSL
6. System SMTP Username
7. System SMTP Max Attachment Size (MB) \* required for RALS 7.1.3 and higher



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After the previous information has been acquired, Customer Support can be reached at 1-877-627-7257 for assistance with input of the information into RALS. The server can also be updated by User with appropriate permissions.

1. Under the Configuration Wrench in the Navigation Menu, select System Settings.



2. Under System Views [All](#), open E-mail to edit.



## How does a user reset their own password?

NAME ↑ |

Database

**E-mail**

General

Interfacing

LDAP

LMS

Purge

Security

3. Input all required information into the fields marked with \* and **SAVE**.

Settings

SMTP Server Address \*

Required

SMTP Port \*

Must be numeric

SMTP Use SSL \*

No ▼

From E-mail Address \*

Required

User Name

Password

Confirm Password

SMTP Max Attachment Size (MB) \*

Must be numeric

SAVE



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Once email is setup under System Settings, any Operator requiring a password reset must have an email included in Operator Details Page: Contact Information. Once saved, password reset can take place on the Login Page.

Operators / Jane Doe (1684354)

Details	Messages	Recertification Attempts	eQuiz Assignments	Results	History
<div>Contact Information</div> <div>E-mail</div> <div>Phone</div> <div>Fax</div>					

To reset a password, complete the following steps:

1. Click Reset Password next to the Login Button.

Welcome Back

Operator ID \*

Password \*

RESET PASSWORD

LOGIN



## How does a user reset their own password?

2. Enter the Operator ID of the user that requires a password reset

### Password Reset

Enter Operator ID for the password reset. Their password will be reset and an e-mail containing the new p...

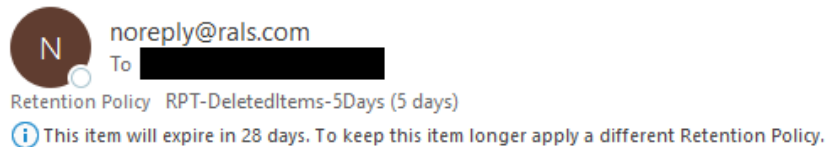
Operator ID \*

Operator must have a defined e-mail address within RALS

CANCEL

RESET

3. An email will be sent to the user with a temporary password.



### RALS System

Automated Process has sent you an e-mail from RALS:  
"Your RALS password has been reset to athFr)qcmC"

Provided by [RALs™](#)

4. Enter the password received in the automated email to login with the Operator ID.  
The user will be prompted to change the temporary password and login to RALS.



## How does a user reset their own password?

Welcome Back

Operator ID  
[REDACTED]

Password  
\*\*\*\*\*

Your password has expired

New Password \* ?

Required

Confirm Password \*

Required

RESET PASSWORD

LOGIN