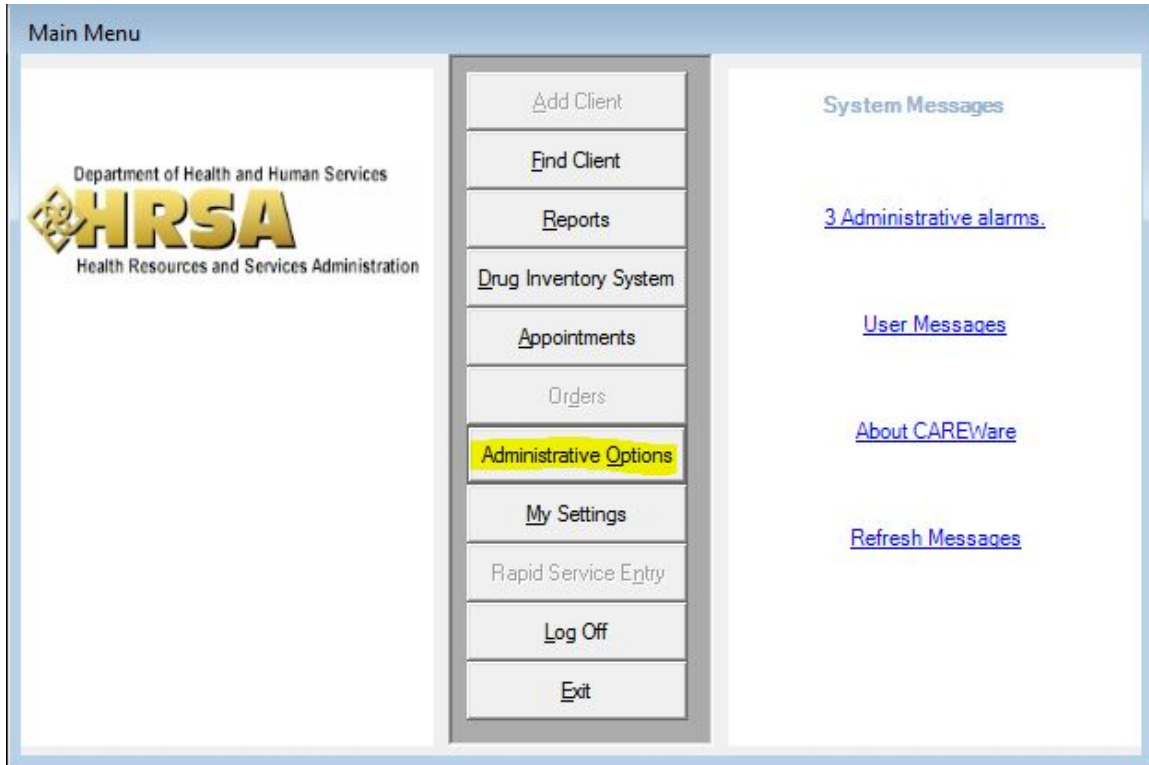


CAREWare has a Password Reset Manager that allows users to unlock their accounts.

To access the Password Reset Manager:

1. Log into the *Central Administration* domain.
2. Click *Administrative Options*.
3. Click *Advanced Security Options*.
4. Click *Password Reset Manager*.



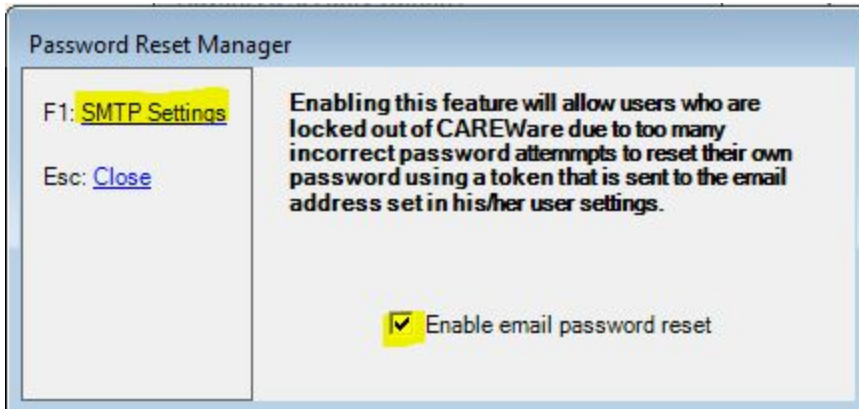
Administrative Options

<a href="#">Provider/User Manager</a>	<a href="#">Lab Test Mapping Tool</a>
<a href="#">Setup Wizard</a>	<a href="#">Advanced Encryption Options</a>
<a href="#">Contracts</a>	<a href="#">Business Tier Diagnostics</a>
<a href="#">Grantee Setup</a>	<a href="#">Change Log Operations</a>
<a href="#">Clinical Encounter Setup</a>	<a href="#">Backup</a>
<a href="#">Custom Features</a>	<a href="#">System Information</a>
<a href="#">International Options</a>	<a href="#">Client Matching Setup</a>
<a href="#">Pharmacy Supplier</a>	<a href="#">Provider Data Import</a>
<a href="#">Performance Measures</a>	<a href="#">Custom Report Field Setup</a>
<a href="#">Field Merge</a>	<a href="#">RSR Export</a>
<a href="#">SF Import Manager</a>	<a href="#">Email Alert Scheduler</a>
<a href="#">HOPWA Setup Wizard</a>	<a href="#">Advanced Security Options</a>
<a href="#">Clear Caches</a>	<a href="#">HL7 Feed Settings</a>
<a href="#">Attachments Settings</a>	<a href="#">Provider Data Export</a>
<a href="#">Provider By Provider Sharing</a>	<a href="#">Client by Client Sharing</a>
<a href="#">Orphaned Record Cleanup</a>	<a href="#">Client Merge</a>

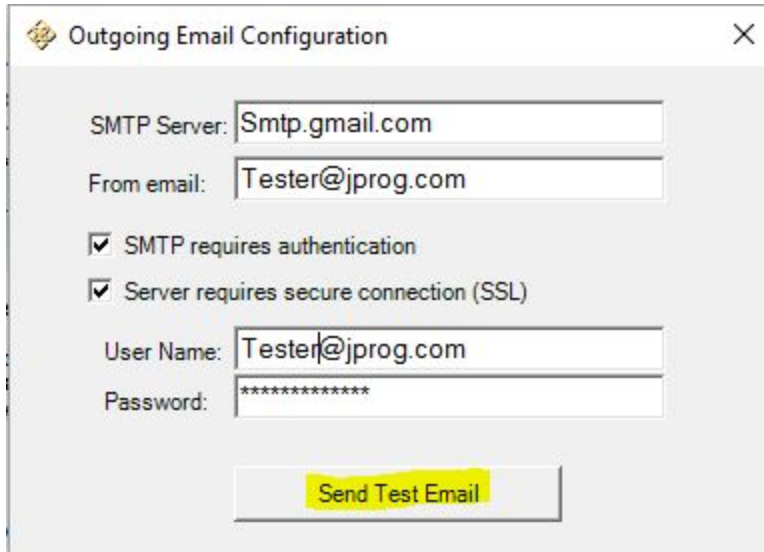
[Back to Main Menu](#)



5. Click *Enable email password reset*.

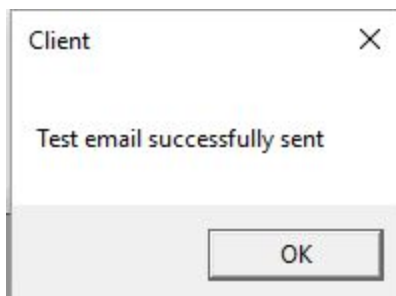
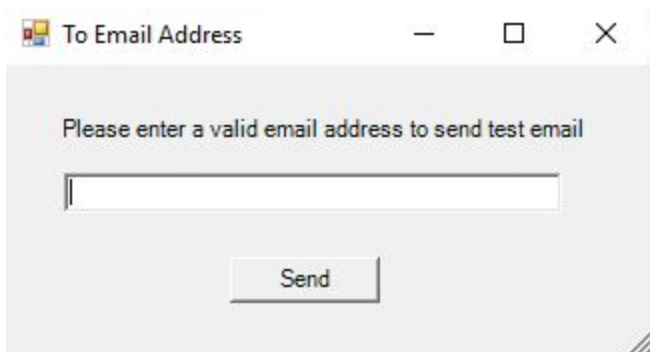


6. Enter Outgoing Email Configuration settings.



To test the email settings:

1. Click *Send Test Email*.
2. Enter an email address.
3. Click *Send*.

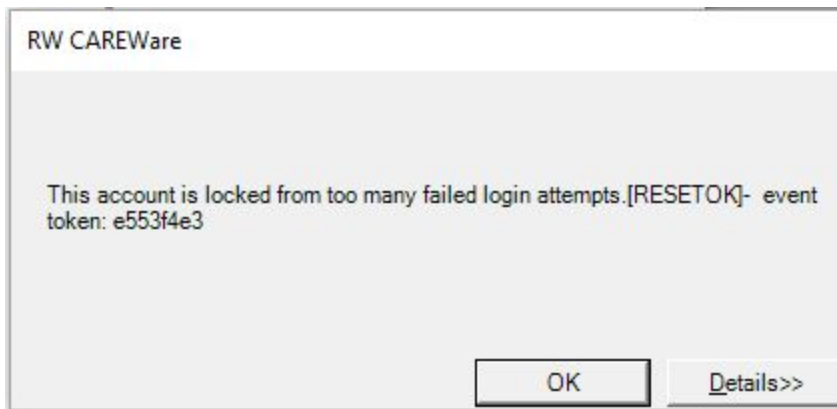


Once the test email is sent, the user will receive an email like the one below.

This is a test email from the CAREWare PM automation setup. This email address is configured correctly.

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The Password Reset Manager feature is triggered when a user account is locked because he or she entered an incorrect password more than three times. This is the default setting, which can be adjusted to a different number of entry errors. Once a user account is locked, CAREWare will show the following message:



Once the user account is locked, a *Reset Password* button will be displayed.

RW CAREWare Login

Department of Health and Human Services



Health Resources and Services Administration

# RW CAREWare

Version 5.0  
Build 892

User Name:

Password:

[Reset Password](#)

4.0.30319.42000

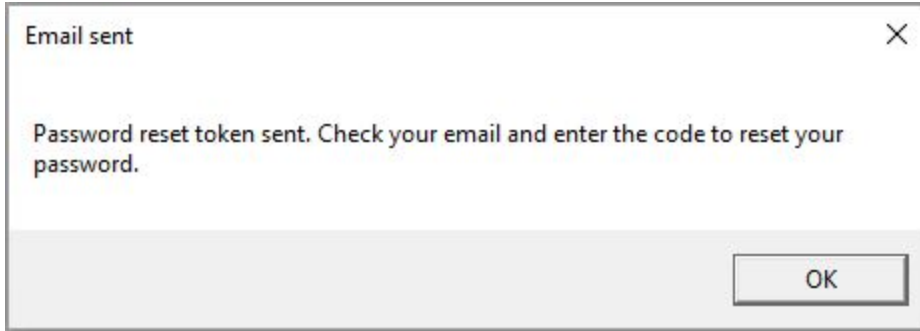
1. Click *Reset Password*.

Reset Password For User: - TestTest101

Enter reset code:

[Send reset code to user email](#)

2. Click *Send reset code to user email*.
3. Click *OK*.



The user will receive an email like this:

A password reset token was requested for user TESTTEST101. Click the Reset Password link on the login form and enter the following token:

6C621F6

This token will be valid for 1 hour from the time this email was sent.

4. Enter the token from the email.

A screenshot of a web form titled "Reset Password For User: - TestTest101". The form has a light gray background. On the left, it says "Enter reset code:". To the right of this text is a text input field containing the alphanumeric string "6C621F6". Below the input field is a blue hyperlink that says "Send reset code to user email". At the bottom of the form, there are two buttons: "Submit" on the left and "Cancel" on the right.

5. Click *Submit*.

Change Expired Password

Your current password has been manually reset. You cannot login without changing to a new password.

User:

New Password:

Repeat New Password:

6. Enter a new password.
7. Click *Change Password*.

Quality Check ×

Password has been changed. You will need to login again with your new password.

The user can now log into CAREWare with the new password.