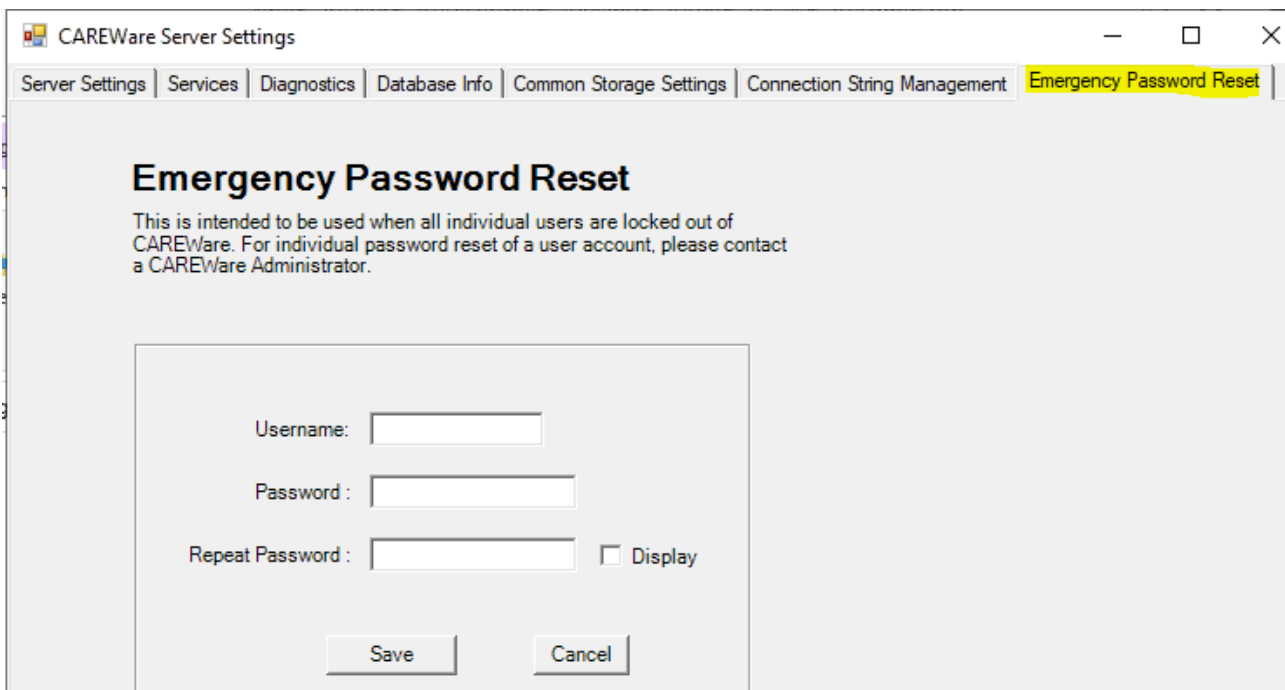


To reset a user account using the [CW Admin Utility](#), follow the instructions here:

1. Go to *C:\Program Files\CAREWare Business Tier*.
2. Right click *CW Admin*.
3. Click *Run as Administrator*.
4. Click *Emergency Password Reset*.
5. Enter the *User Name*.
6. Enter a *Temporary Password*.
7. Enter the password again for *Repeat Password*.
8. Click *Save*.

Now that the temporary password is saved, the user's old password has been replaced and the account is unlocked.



The screenshot shows a window titled "CAREWare Server Settings" with a tabbed interface. The "Emergency Password Reset" tab is selected and highlighted in yellow. The main content area displays the "Emergency Password Reset" dialog box. The dialog box contains the following text and fields:

Emergency Password Reset
This is intended to be used when all individual users are locked out of CAREWare. For individual password reset of a user account, please contact a CAREWare Administrator.

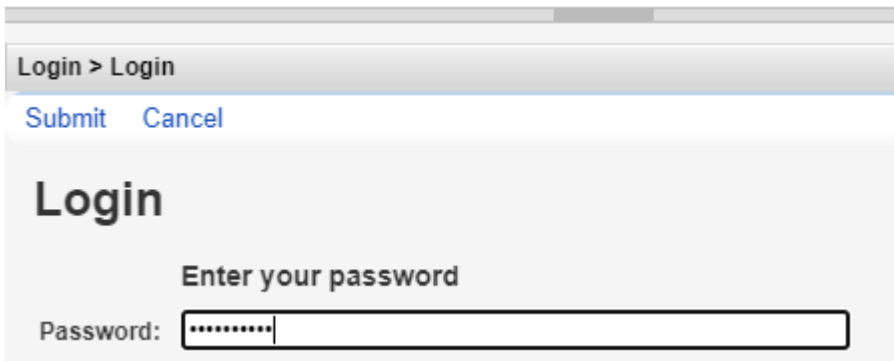
Username:

Password:

Repeat Password: Display

Save Cancel

The user can now log into CAREWare using the temporary password.



Login > Login

Submit Cancel

Login

Enter your password

Password:

Once the user logs in using the temporary password the user is prompted to enter a new password and retype that password.



Login > Login > Login

Submit Cancel

Login

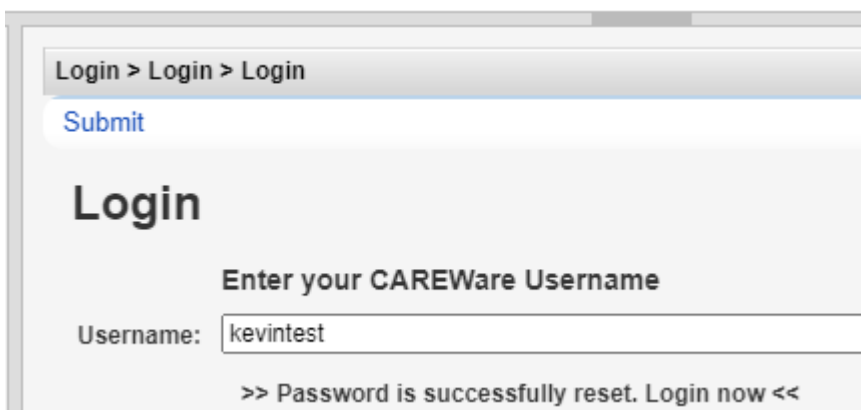
Enter a new password

New Password:

Retype Password:

>> Server rules require you to reset your user password <<

At this point the account has been reset and the user can log in using the new password.



Login > Login > Login

Submit

Login

Enter your CAREWare Username

Username:

>> Password is successfully reset. Login now <<