Administrator – Change User’s EDC Password

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PURPOSE

This is for Employee Development Center Administrators to change a password for their users.

CHANGING A USER’S PASSWORD

1. Click the Admin tab of the toolbar at the top of the screen in the EDC and select Users from the dropdown.

2. On the Search Users screen, enter the user’s last name, first name, user ID, or a combination of all three to find the employee (see screenshot on next page).
3. Click Search. Combining more information in the search will help narrow the results.

4. Find the user in the search results. Click the key icon under the Options column to the right of the user’s record. All of the same icons under options may not appear as shown below.

5. On the Password Reset Options dialog box, click the second radio button that says “Define a temporary password. User will be prompted to reset password upon login.”

6. Enter a password in the New Password field using the password criteria shown on the screen.

7. Press tab, and then re-enter the same password in the Confirm Password field (see screenshot on next page).
8. Click Save. After saving, the screen will return to the User Search page.

**TROUBLESHOOTING**

**USER DOES NOT APPEAR IN THE SEARCH RESULTS**

1. If the user does not appear in the search results, check the spelling of the user’s first and/or last name that was entered. Also, try to enter just the user’s employee ID.

**PASSWORD ENTRY ERRORS**

1. If a password is entered into the system and the screen does not change, check the list of password criteria for one or more red lines. The EDC will specify which specific condition the password that was entered did not meet. To resolve this issue, try another password that accounts for that criteria.

**LINK HELP DESK CONTACT INFORMATION**

The LINK Help Desk provides assistance for the following programs:

- The Employee Work Center
- The Employee Development Center

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