

## DE-CMIS GUIDANCE: HOW TO MANUALLY RESET CMIS PASSWORDS

**INTRODUCTION.** This guide outlines how **CMIS Agency Administrators** can manually reset passwords for end users in their agency.

Additionally, CMIS end users can contact Housing Alliance Delaware at [cmis.support@housingalliancedel.org](mailto:cmis.support@housingalliancedel.org) for a manual password reset.

1. Access the **Admin** module on the menu bar. On the **Admin Dashboard**, select **User Admin**.



2. Click the **"Search"** button to show all CMIS logins under your agency. Click the pencil/edit icon next to the user whose password must be reset.

**User Search**

Search for Users by using keywords for either Provider name or User name

Search   Include active users  
 Include inactive users

1 Search   Reset   Add New User

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**User Search Results**

	User	Name	Provider	Access Level	Active Status	SP License	ART License
2	<a href="#">rbrickhouse (768)</a>	Ruth Brickhouse	The Shepherd Place (7)	Case Manager II	Active		
	<a href="#">tscott (214)</a>	Tasha Scott	The Shepherd Place (7)	Agency Admin	Active		

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3. In the **User Information** tab:

1. Reset the user's "Consecutive Bad Logins" if there is a red **3** in the row by using the "Reset" button.
2. Use the "Generate Password" button to open the password field box.
3. Type the new temporary password (that will be sent to the end user).
4. Click "Save & Exit". Send the temporary password to the end user.

The screenshot displays the 'User Information' tab for user ID 768. The user's name is Ruth Brickhouse, and their role is Case Manager II. The 'Consecutive Bad Logins' field shows a '0' and a 'Reset' button (1). The 'Password' field is currently masked with asterisks, and a 'Generate Password' button (2) is visible. Below the main form, a smaller version of the form shows the 'User Name' field with 'rbrickhouse' and the 'Password' field with the text 'type temp password here' (3). A 'Generate Password' button is also present in this smaller form. A red arrow points from the 'Generate Password' button (2) in the main form to the password field (3) in the smaller form. A red circle with '4' highlights the 'Save & Exit' button in the main form.

4. Send the temporary password to the end user to complete their login process. When successful, a "Password expired" prompt will appear. This will be the end user's opportunity to set their new password.