## How to Reset a User's Application Password

This password is used in conjunction with the UserID value and is used for accessing various web portals and applications such as:

- Personal Portal
- UC One
- Unity Agent/Desktop
- Web Agent
- Web Supervisor

Navigate to the Telephony Setup > Users menu in OSSmosis 5



Locate the user by scrolling or searching at the top by name, phone number, or extension



Right-click on the user and select Reset Password(s)

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Enterprise: eip-0001015186 Group: gr-0001015186 Platform: broadsoft-c		Users ¢							≡ ≡		<u>+</u>
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Q	CALL CENTERS			Update License							- 1
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You can type in a new Application password in the text box

Reset Application Passwords Resets Application, SIP, or Voicemail passwords for current selection	<
• A User (4842530547.012)	_
Generate Random Application Password  Application Password	_
Generate Random Voice Portal Password Voice Portal Passcode	_
Generate Random SIP Authentication Key SIP Authentication Key	_
CANCEL SAVE	]

If the password entered does not meet the rules and requirements a question mark icon will appear. Hovering over it will show the password rules

A User (4842530547.012)

