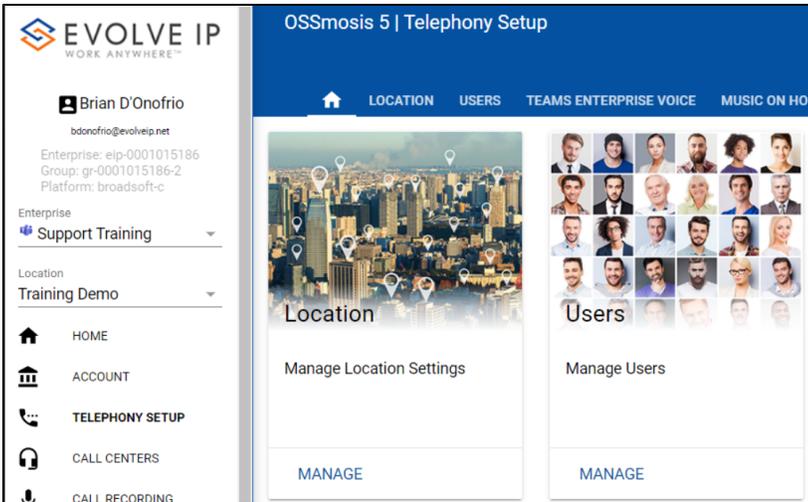


OSSmosis: Application Passwords

How to Reset User Passwords and Send Password Reset to End Users

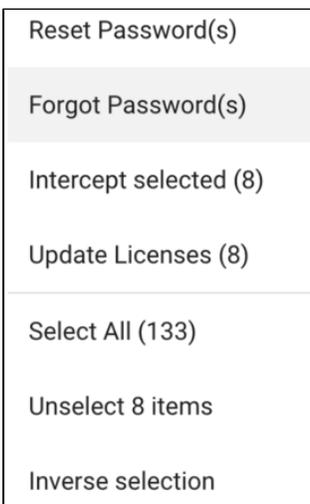
This password is used in conjunction with the UserID value and is used for accessing various web portals and applications such as:

- Personal Portal
 - UC One
 - Webex
 - Unity Agent/Desktop
 - Web Agent
 - Web Supervisor
- Navigate to the **Telephony Setup > Users** menu in *OSSmosis 5*. Under **Telephony Setup** select **Manage Users**.
- Click **Manage**.



Locate the user by *Right Click* in the User space and **Select All**. This will highlight all the users in the location or you can *search and select a single user*.

Once all are highlighted, select **Reset Password(s)**



You can **type** in the new Voice Portal or Application Password:

Reset Application Passwords ✕

Resets Application, SIP, or Voicemail passwords for current selection

Current selection (1)

- 1 Line (4845880834.310)

Application Password

* TYPE SINGLE PASSWORD HERE

Voice Portal Passcode

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.

To send an email to an end user for the end user to reset their own passwords:

Navigate to the **Telephony Setup > Users** menu in *OSSmosis 5*. Under **Telephony Setup** select **Manage Users**.

- Click **Manage**

Locate the user by *Right Click* in the User space and **Select All**. This will highlight all the users in the location or you can *search and select a single user*.

Once all are highlighted, select **Forgot Password(s)**

Reset Password(s)
Forgot Password(s)
Intercept selected (8)
Update Licenses (8)
Select All (133)
Unselect 8 items
Inverse selection

Email password recovery links dialogue box will be presented and indicate of your selection(s) the users that have an email programmed and those that do not. Once you select save, only the users with emails will be delivered the recovery links.

Email password recovery links

✕

The users with an email will receive a password reset link.

Users with email (2)

- 11635-05 11635-05 (11635-05 - tsmith@evolveip.net)
- 11635-06 11635-06 (11635-06 - jlfjsd@rlakjdf.com)

Users without email (6)

- 11635-sanity-03 11635-sanity-03 (11635-sanity-03)
- 11635-sanity-04 11635-sanity-04 (11635-sanity-04)
- 18746527831.0072 18746527831.0072 (18746527831.0072)
- 18746527831.0073 18746527831.0073 (18746527831.0073)
- 18746527831.0074 18746527831.0074 (18746527831.0074)
- 18746527831.0075 18746527831.0075 (18746527831.0075)

CANCEL SAVE

An email will be delivered to the end users email address programmed in OSSmosis. Example of that email:

Tue 5/10/2022 4:44 PM

UserPasswordReset@evolveip.net

User Password Reset

To ■ Alicia Hudachek

Hello,

We've received a request to reset your Application and/or Voice Portal password associated with apackin@evolveip.net. No changes at this time have been made to your account.

Click below to reset your password(s)

[Reset](#)

If you haven't requested resetting your password, please ignore this email.

Regards,
EvolveIP

The end user will select Reset to reset their password(s) and it will launch a browser session. The end user will have 20 minutes to perform any password changes. The current duration will display in the top right panel.

EVOLVE IP
WORK ANYWHERE

PASSWORD RESET
18m 41s

Voice Portal Passcode Rules

- You may not reuse your previous password
- Must be comprised of the following characters: (0 - 9)
- Must be 6 characters in length
- May not repeat any character more than 2 times in a row
- May not contain a sequence of characters more than 2 long

Application Password Rules

- You may not reuse your previous password
- Must be at least 8 characters long
- Must be comprised of the following characters:
0-9, A-Z, a-z, / # @ - ! _ ~ ! . ^ & * % \$ + =
- Must not be longer than 40 characters
- May not repeat any character more than 2 times in a row
- May not contain a sequence of characters more than 2 long
- Must contain at least 1 of each of the following:
number, capital letter, special character, lower case letter

GENERATE TEMPORARY PASSCODE

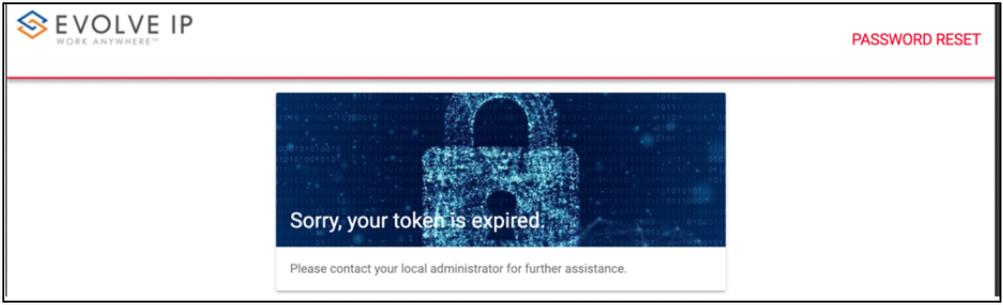
New Password

Confirm Password

RESET PASSWORD

*Note: Voice Portal Passcodes generate a temporary passcode. This passcode is then entered by the end user in their voicemail portal and they will be prompted to enter their new passcode to proceed.

Once the allowed duration to reset passcodes has ended, if the end user attempts to select Reset the session again, they will receive an expired token message.



FAQ's

- My end user doesn't have an email programmed. How to I program an email address?** Edit the user and in the email section, type in a valid email address. Select the FAB (Floating Action Button) on the bottom right of the page and select apply edit.
- If my end user does not have an email, can I still reset their password(s)?** Yes. Select reset password and type in what you want the password(s) to contain.
- How long does my end user have to reset my passwords?** 20 minutes