

Reset User Passwords in the Test Environment

Purpose: To reset a user password in the test environment

Revision Date: 11/3/2017

Applies to: e-Builder Process: Issue Purchase Order/Issue Contract (Cost)

Who does it:

A user with Admin permissions in the TEST environment.

When to do it:

Usually done at the request of a user. May be needed after a periodic TEST refresh.

What to do:

1. Log in to mitdte.e-builder.net with admin username and password.
2. Click the **Setup** tab.
3. Click **Users** under Administration Tools (left side of screen)
4. Click **Manage Users** under Users.
5. Locate the user who requires a password reset.
6. Click the **Edit** link for the user.
7. On the Edit User page make sure that **Require Single Sign On** is *unchecked*.
8. Check the **Access Expires** field to ensure it is *blank*.
9. Save the User Record. (depending on performance this step may take a minute or so to complete in e-Builder)
10. Click the **Cancel** button on the **User Details** page.
11. Click the Checkbox for the user.

For Authorized Use Only.

Note: if this document is printed for reference purposes or is removed from one of the authorized binders it is not valid. Please refer to valid documentation to ensure use of most current procedures.

Are you looking for:

N/A

See:

[Enter number \(create link\)](#)

Edit	<input type="checkbox"/>	Michael Bowers	mbowers@mit.edu	Massachusetts Institute of Technology (MIT)	11.17.2016
Edit	<input type="checkbox"/>	Frances Boyle	fboyle@mit.edu	Massachusetts Institute of Technology (MIT)	12.02.2015
Edit	<input checked="" type="checkbox"/>	Robert Brosseau	robertbr@mit.edu	Massachusetts Institute of Technology (MIT)	05.31.2016
Edit	<input type="checkbox"/>	David Brown	browndi@MIT.EDU	Massachusetts Institute of Technology (MIT)	11.18.2015

12. Click the **Email User** button.

The screenshot shows a 'Users' management interface. At the top, there are buttons for 'User Adoption Report', 'Add Existing User', 'Add New User', 'Copy User', and 'Email User'. The 'Email User' button is circled in red. Below the buttons is a table with columns: Name, User Name, Company Name, Date Added, and Last Login. The table contains three rows of user data.

	Name	User Name	Company Name	Date Added	Last Login
Edit	DLC *	DLC@mit.edu	MIT	07.27.2016	
Edit	N/A *	N/A-MIT	MIT	03.11.2016	
Edit	TBD *	TBD-MIT	MIT	07.08.2016	

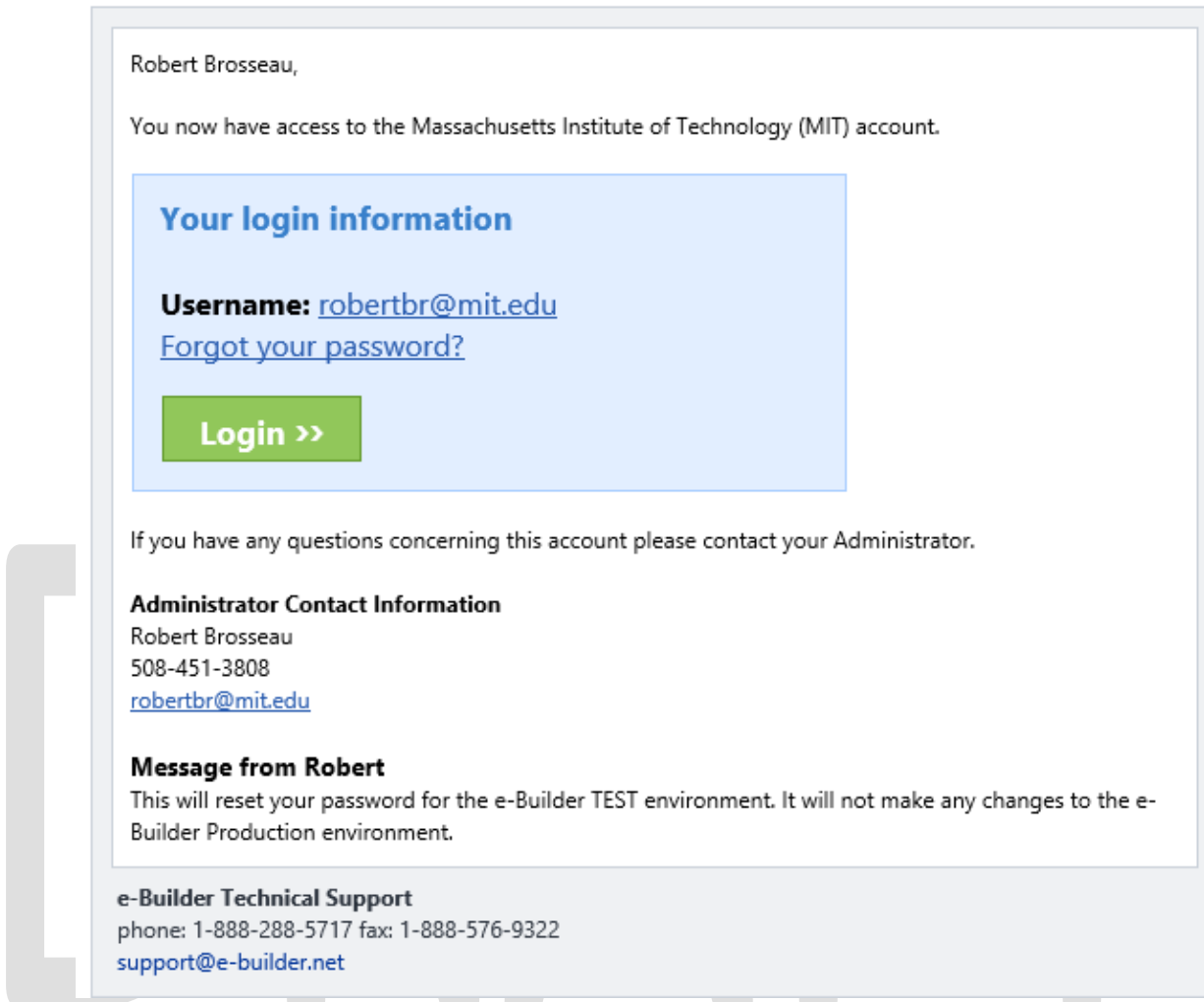
13. Fill out the message window as below. Check the **Notify user that he/she has been added** and the **Include Login Info** boxes. Click the **Send** button.

The screenshot shows the 'Email Users' message composition window. The 'To' field is filled with 'Robert Brosseau <robertbr@mit.edu>'. The 'Subject' field is 'TEST System Reset'. The 'Body' field contains the text: 'This will reset your password for the e-Builder TEST environment. It will not make any changes to the e-Builder Production environment.' At the bottom, the 'Notify user that he/she has been added' and 'Include login info' checkboxes are checked. The 'Send' button is visible at the bottom right.

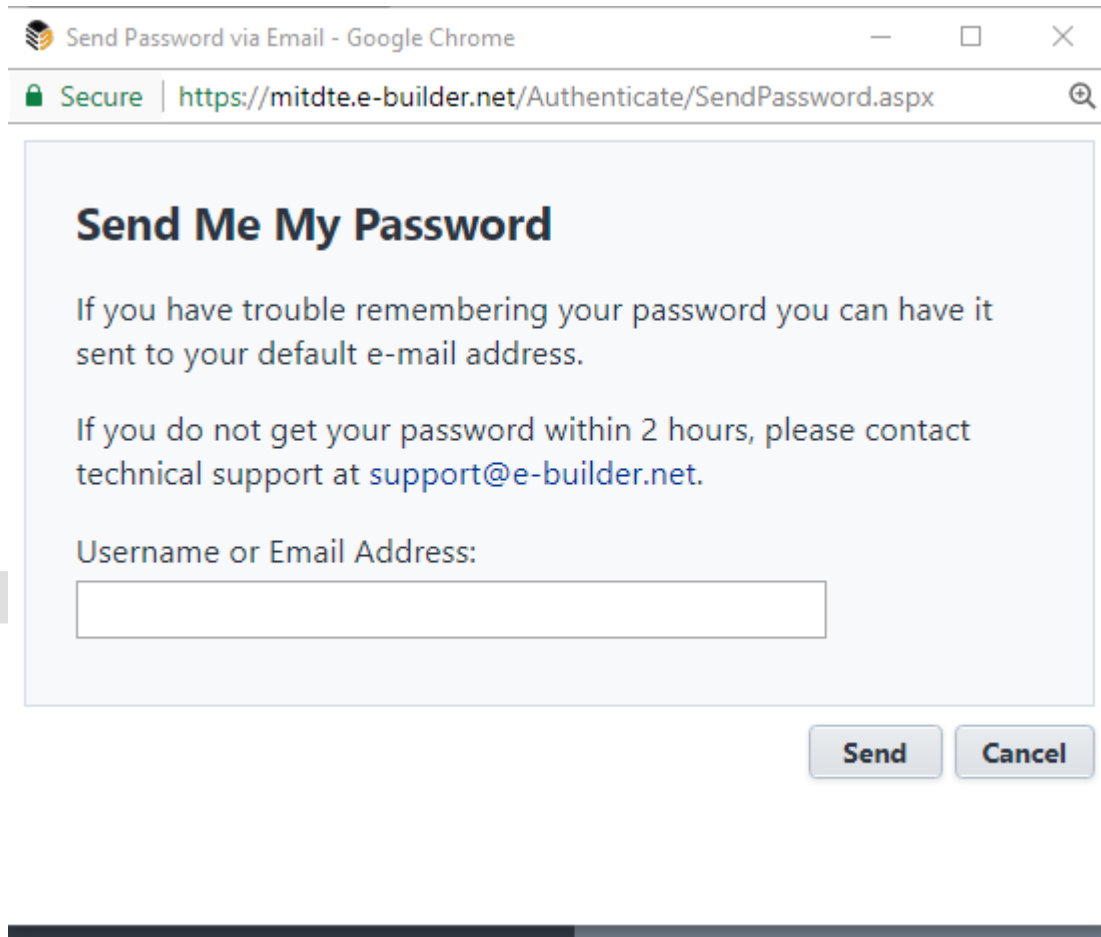
14. The user is sent the following from e-Builder to their Outlook (or other) inbox. This message can take several minutes to arrive in the user's inbox.

Note: If the message does not arrive check the Junk and if present, the Clutter, folders for your email client.

15. The user resetting their password clicks on the Forgot Your Password link in the email message.

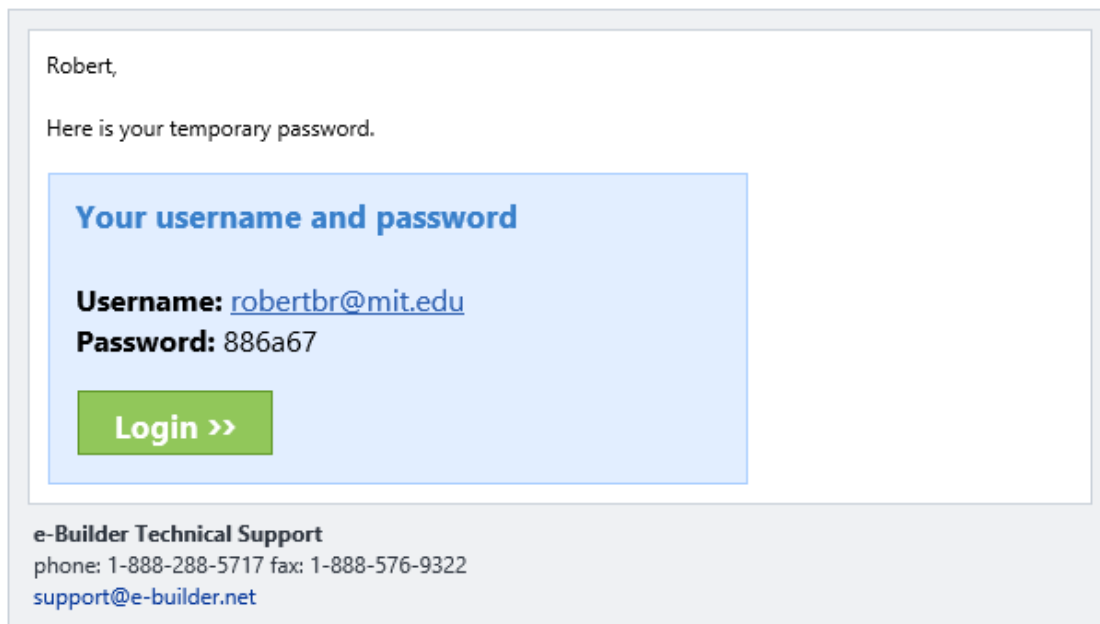


16. The following window appears to generate a generic password. The user enters their email address. A subsequent window appears into which the user will have to answer a security question that they setup when they first registered for the e-Builder system.



The screenshot shows a Google Chrome browser window with the title 'Send Password via Email - Google Chrome'. The address bar shows a secure connection to 'https://mitdte.e-builder.net/Authenticate/SendPassword.aspx'. The main content area has a heading 'Send Me My Password' and two paragraphs of text. The first paragraph says: 'If you have trouble remembering your password you can have it sent to your default e-mail address.' The second paragraph says: 'If you do not get your password within 2 hours, please contact technical support at support@e-builder.net.' Below the text is a text input field labeled 'Username or Email Address:'. At the bottom right of the form are two buttons: 'Send' and 'Cancel'.

17. The user receives an email with a temporary password.



The screenshot shows an email message. The recipient's name is 'Robert,'. The message body says 'Here is your temporary password.' Below this is a light blue box containing the following information: 'Your username and password' in bold blue text, 'Username: robertbr@mit.edu' in bold black text, and 'Password: 886a67' in bold black text. At the bottom of the blue box is a green button with the text 'Login >>'. Below the blue box, the email footer contains the text: 'e-Builder Technical Support', 'phone: 1-888-288-5717 fax: 1-888-576-9322', and 'support@e-builder.net'.

18. The user enters the temporary password to log in to mitdte.e-builder.net.
19. The system will force the user to reset their password and to verify security questions before allowing login.

Notes:

This SOP will only work for the TEST environment because it does not require single sign-on.

DRAFT