

# Reset Student/Parent Password

## IMPORTANT:

When setting passwords for children and parents keep them simple.

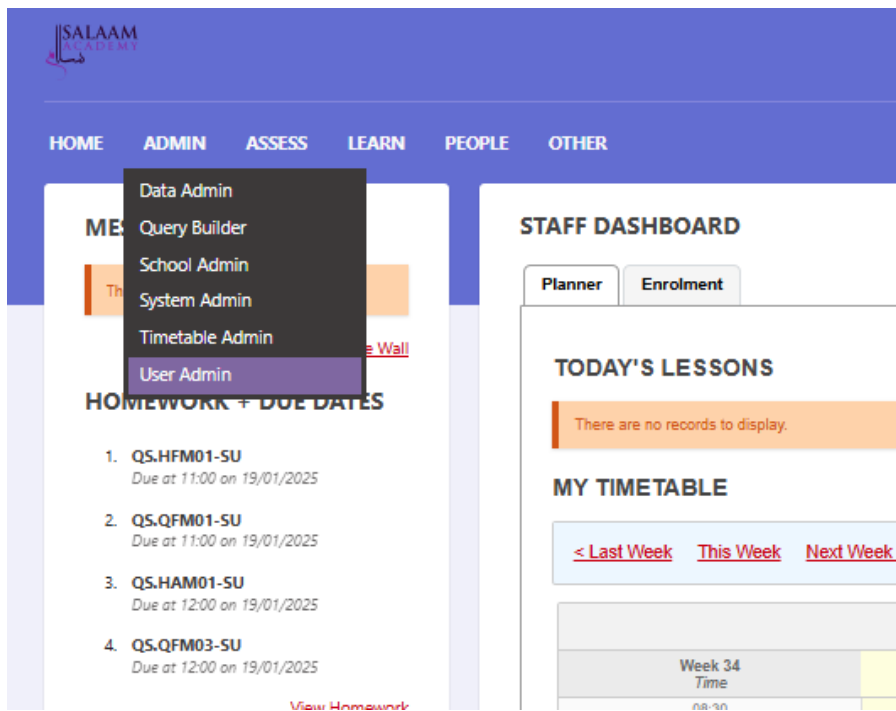
Current password requirement in the system only has two conditions:

1. Minimum 4 characters in length
2. Must have at least one character that is Numeric.

**EXAMPLE:** cat1 or bat2

**Note:** When setting up users **for admin or staff** you should increase password complexity by making password at least **8 characters long**.

1. Login to the Gibbon
2. Select '**User Admin**' option from the menu bar.



### 3. Search for the student/parent

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with categories: STAFF MANAGEMENT, STUDENT MANAGEMENT, USER MANAGEMENT (with 'Manage Users' selected), and USER SETTINGS. The main area has a breadcrumb 'Home > User Admin > Manage Users' and a 'SEARCH' section with a search bar and a 'Go' button. Below is a 'VIEW' section showing 'Records 1-50 of 1,538' and a table with columns: Photo, Name, Status, Primary Role, Family, Username, and Actions. The first row shows a student with status 'Left', role 'Student', and username 'aaatif'. The 'Go' button and the search bar are highlighted with red boxes.

### 4. Find student in the search results & click on the 'Lock' icon for the student

This screenshot is similar to the previous one but highlights the 'Lock' icon in the 'Actions' column of the student record. A red arrow labeled 'Search Results' points to the first row of the table. The 'Lock' icon, represented by a padlock, is circled in red in the 'Actions' column.

5. Enter a new password in the 'Password' & 'Confirm Password' field.
  - Do NOT click the 'generate' button
  - Leave 'Force Reset Password' to be set to 'No'

The screenshot shows the 'Reset User Password' form in the SALAAM system. The form includes the following fields and options:

- Username \***: aaatif (This value cannot be changed.)
- Password \***: [Redacted]
- Confirm Password \***: [Redacted]
- Force Reset Password? \***: No (User will be prompted on next login.)

A 'Submit' button is highlighted with a red box. A message box at the top indicates password requirements: 'The password policy requires that passwords must: Contain at least one number, Contain at least one uppercase letter, and Must be at least 4 characters in length.'

6. When successful you will see the following message:

The screenshot shows the 'Reset User Password' form in the SALAAM system after successful completion. A green message box at the top states: 'Your request was completed successfully.'

The form fields and options are the same as in the previous screenshot:

- Username \***: aaatif (This value cannot be changed.)
- Password \***: [Redacted]
- Confirm Password \***: [Redacted]
- Force Reset Password? \***: No (User will be prompted on next login.)

A 'Submit' button is visible at the bottom right.