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**How to reset someone’s SystmOne Password:**

Questions that would prompt this:

*“I’ve been locked out of SystmOne”*

*“I need my password resetting”*

*“I forgot my password”*

1. Setup (in the toolbar at the top of the page)
2. Users & policies
3. Staff and organisation setup
4. Find staff member
5. Right click & change password
6. Click ‘continue’
7. Make sure they make a note of it before typing it in as they will need it again once they’re logged in
8. Once logged in it will prompt them to enter current password (the one you just gave them) and create a new one
9. If it doesn’t log them in ensure they are doing it correctly and ensure there username is correct & password is correct

**Enable log on:**

Questions that would prompt this:

*“My OOH/Choice+ profile is greyed out”*

*“My logon is disabled”*

*“My smartcard won’t allow me to log on”*

1. Setup
2. Users & policies
3. Staff and organisation setup
4. Find staff member
5. Right click & enable log on