



Changing User Passwords

2016 - Winter Edition

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Overview

Club Admins and Editors are able to easily change **passwords** on behalf of members if needed. Using the **Member Profile Edit** tool, a **password** can be updated or a **password reset link** may be sent to the member via **email**.

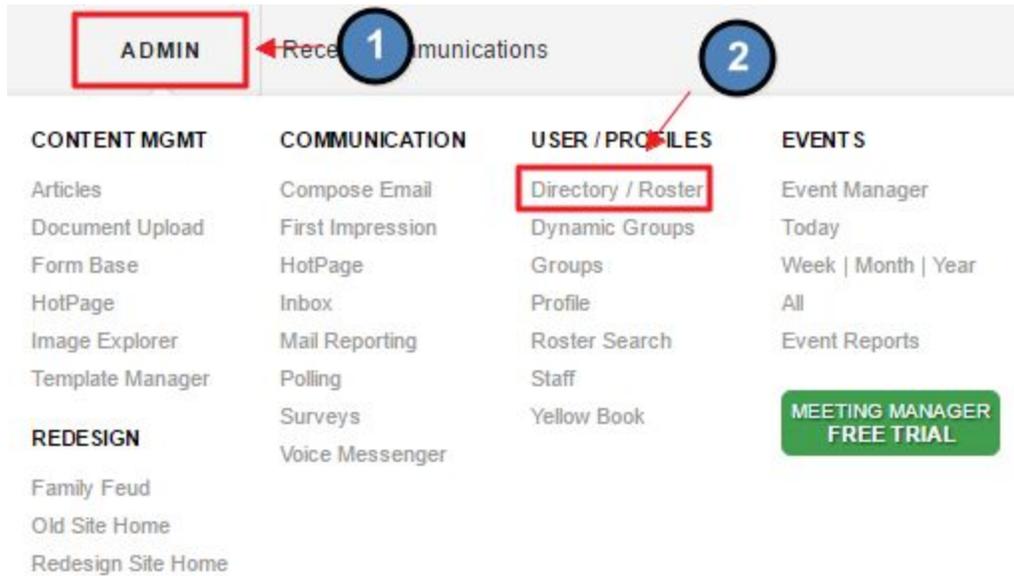
Use Case(s)

Password changes may need to occur if a member has forgotten their **password**. **Admins** and **Editors** may either manually update the **password** or send a **password reset key** to the member's email address. **Password** changes may also be made for staff accounts on the website as well.

Accessing the Tool

To begin **Changing a User's Password** follow the steps below depending on your access role.

Admins: Hover over **Admin** bar in the left hand corner of the screen, select **Directory**.



Editors: Hover over **Admin** in the main navigation, select **Main Tools**, and then **Directory**.



Click on the member name to access the **Member Profile**.

DIRECTORY

Admin Bar: [Edit Field Settings](#) [Edit Roster Layout](#) [Add Membership](#) [Print](#)

[Club Members](#) [Staff](#) [My Profile](#) [Search](#) [Export](#) [Settings](#) [User Statistics](#) [Edit Disclaimer Text](#)



Join us this Thursday for a special Chocolate Tasting!

Last Name: First Name: Member Number: Email Address: [Show All](#) [Active Members](#) ▼

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

	<u>Name</u>	<u>Local Address</u>	<u>Phone</u>
	Aaron, Randy Email: andy@clubessential.com Start: 10/7/2010	123 Block Road Austin, TX 78731	444-888-5454

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Next, click edit this user.

Randy Aaron ([Add to Contacts](#) )

Membership Number **MBG3001**
Relationship **0 - Self / Primary**
Account Type **Corporate**
Membership Level **Golf**
Membership Begins **October 7, 2010**
Membership Expires **January 2, 2100**
Display Name **Aaron, Randy**
Title **Mr.**
First Name **Randy**
Middle Name
Last Name **Aaron**
Suffix

2

Changing a User's Password

Once in the member profile, **scroll** to the **Web Account Information** on the **member profile**.



Web Account Information

Username * raaaron

Password *

Confirm Password *

Password Last Updated 6/27/2014 1:24:38 PM

Ask user to change username/password on next login

Lock User From Logging In

[Send Password Reset Link via Email](#)

Here, you may manually enter in a new password and **click save**.



Web Account Information

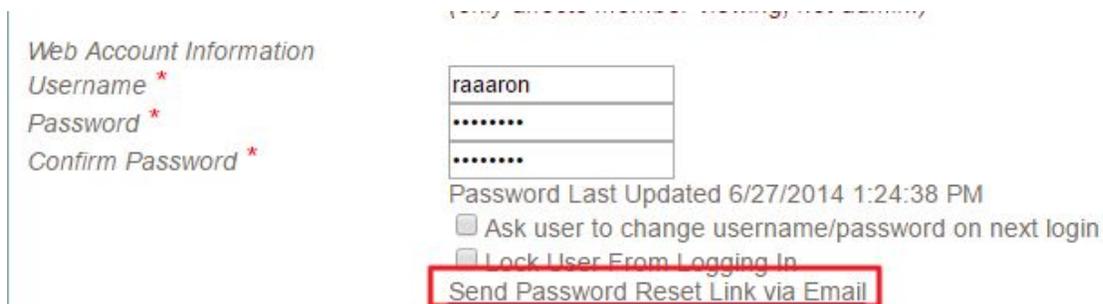
Username * raaaron

Password * Admin123!

Confirm Password * Admin123!

Password Last Updated 6/27/2014 1:24:38 PM

Alternately, you may send the member a **password reset link** via email.



Web Account Information

Username * raaaron

Password *

Confirm Password *

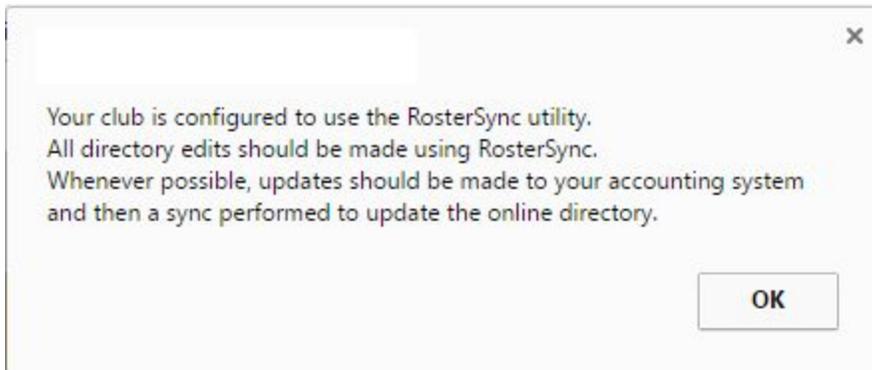
Password Last Updated 6/27/2014 1:24:38 PM

Ask user to change username/password on next login

Lock User From Logging In

[Send Password Reset Link via Email](#)

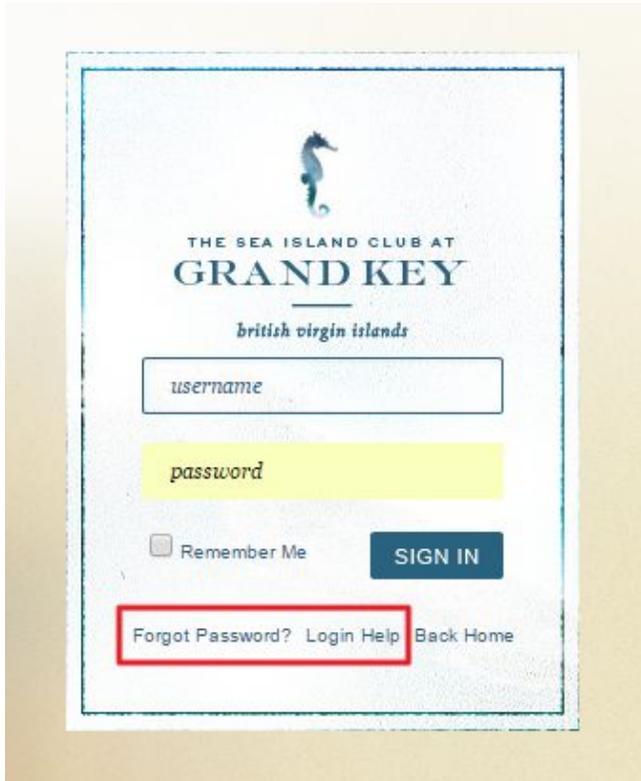
If you receive a Pop-Up after **saving** the password, follow the steps below:



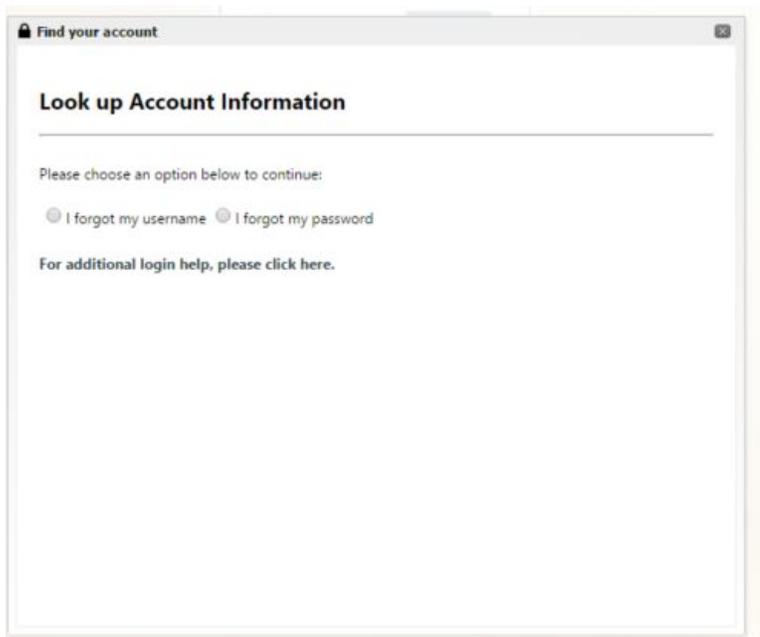
- If you use **RosterSync**, a popup will appear after you click on **Edit This User**. For password changes this can be ignored, but it will look like this:
- Once you click OK, you will see the fields that you can edit. Most of these changes should be made in your accounting system. If you have any questions, contact your designated support team.
- Scroll down the user profile to where the Username and Password are. Here you can manually make these changes.

Members Resetting Passwords

Members are able to reset their password on their own without logging in by using the **Forgot Password** link located on the **Login Page** of the website.

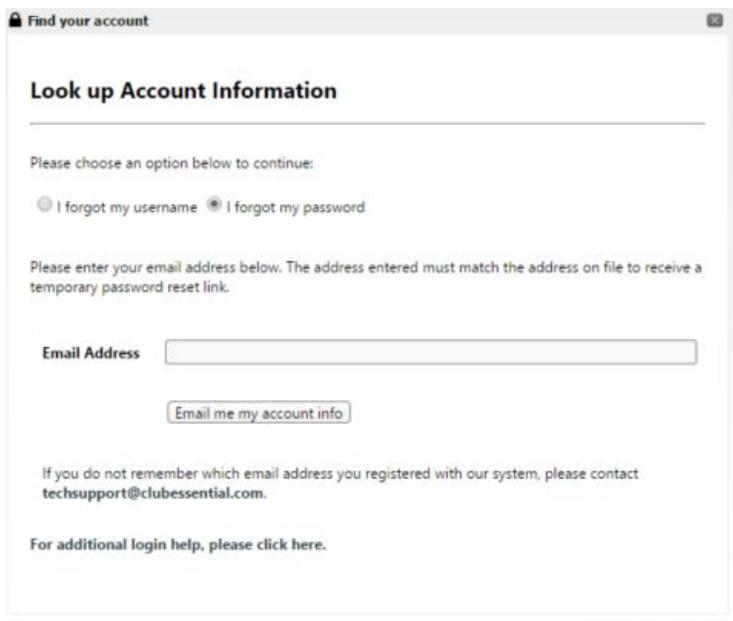


When the **link is clicked** it will prompt a question if you forgot your **username** or **password**.



The screenshot shows a browser window titled "Find your account". The main heading is "Look up Account Information". Below the heading, it says "Please choose an option below to continue:". There are two radio button options: "I forgot my username" (which is selected) and "I forgot my password". Below these options, it says "For additional login help, please click here."

When the **forgot password is clicked**, it will ask for an **email address** to send your new **password** to. It must match the email address that is associated with the member account.



The screenshot shows the same "Find your account" window. The "I forgot my password" radio button is now selected. Below the options, it says "Please enter your email address below. The address entered must match the address on file to receive a temporary password reset link." There is an input field labeled "Email Address". Below the input field is a button labeled "Email me my account info". At the bottom, it says "If you do not remember which email address you registered with our system, please contact techsupport@clubessential.com." and "For additional login help, please click here."

If a member does not remember their email address, they would contact whichever site administrator receives the password updates. If your club does not have one on file, it will go to Clubessential Technical Support.

FAQs

Q: How often do members have to change their **passwords**?

A: The only time members have to change their **password** is after they log into the site for the first time.

Q: How often do staff members have to change their **passwords**?

A: Staff members have to change their **passwords** every **90 days**.

Q: Why can I not see the **password** field?

A: All passwords are encrypted so you will not be able to see the **password**. Even corporate administrators cannot see the **passwords**.

Best Practices

1. By being able to change the **passwords** for members and staff, you will eliminate the time it could take to reach your designated support team in case they are experiencing longer turnaround times.
2. Also, by helping the member right then and there shows the member you can help in any way possible. By being able to change their password so they can log into the site means they can sign up for events, make dinner reservations and tee times, and will bring revenue to the club.