



## Password Recovery

### Local account Password reset

Users can click the 'forgot password' feature on the login page to reset their password.

An email with a link to reset the password will be sent to the address entered.



Alternatively, a People administrator can reset a local account password in Admin > People on behalf of the user as described [here](#).

#### - If multiple local accounts use the same email address

The system will ask for a username alongside the email address in order to differentiate accounts and reset the password for a specific one only.

### SSO or Synced account password reset

Accounts created with SSO or a sync (LDAP or User sync module) have their password controlled by the external provider they are tied to, e.g. Okta, Azure, etc

These accounts cannot set, change or reset their password in Claromentis as it is not stored in the Intranet.

Instead, these users will need to contact the team internally responsible for managing the external repository so they can update the password there and communicate this to the user.

We recommend making this information known to your user base if you are implementing SSO or a sync, so that users know where to ask for help if they need a password reset.

### What if a user has also forgotten their username?

An administrator will need to tell the user their specific username if they cannot remember it.

For this reason, we recommend encouraging your user base to save their credentials in a password manager so they can retrieve them at any time and avoid access issues.

Many organisations use particular formats for usernames so users can be made aware of your company's chosen structure to make this easier for them to recall.

Here are some of the popular ones:

- `firstname.surname`
- The first letter of the first name followed by the surname

- Employee number or ID
  - Corporate email address (often the email address is also used as a username)
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