

Reset a User Password

When to use: When a User contacts you and requests that you re-set their Password.

Log into MAX

- 1) Navigate to <https://www.tracommax.com/>
- 2) Enter your **USERNAME** and **PASSWORD**.
- 3) Click **LOGIN** .

Find Individual

- 1) Under the **INDIVIDUALS** tab, click **Search Individual**.
- 2) Enter the individual's information in the boxes labeled **Email Address, First Name, Last Name** or any combination of the three.
- 3) Click **SEARCH**.
- 4) Find the Learner in the **Search Results** and click on the first name.

Verify the User Information and send Username

- 1) Click Verify Identity under Individual Detail.
- 2) Ask the User their security questions and verify that the answers are correct. **** Do not reset a password for a User who is unable to answer the security questions.**
- 3) Click **Password Reset**, under **Functions**.
**This will reset the password and send the User a temporary Password. They will need to accurately input the Temporary Password and create a new Password (that they have not used in the past) in the system.
- 4) Inform the individual that an email will be sent immediately to the email address on record. If they do not receive it, advise them to check their SPAM or Junk Email folder.

RESET PASSWORD TIPS:

- Advise the user to TYPE the Temporary Password. If they copy and paste it, they often pick up a trailing space and it will not work.
- Passwords are Case-Sensitive.
- The new Passwords must meet the following criteria:
The password is CaSe SeNsItIvE, must be a minimum of 8 characters, and must contain at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character (e.g. [~!@#\\$\\$%^&*.-\)](#)

For further questions, please email support@tracom.com.

