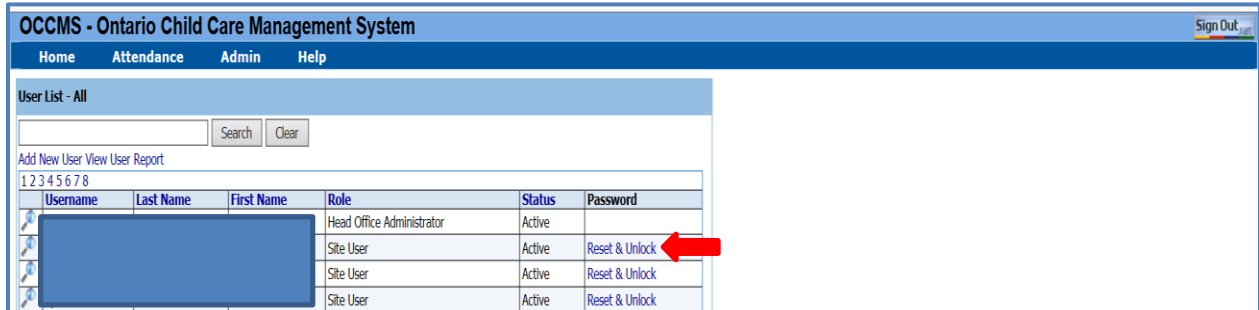The **Head Office Administrator** can **RESET password** for a "Head Office User," a "Site User" or another "Head Office Administrator."
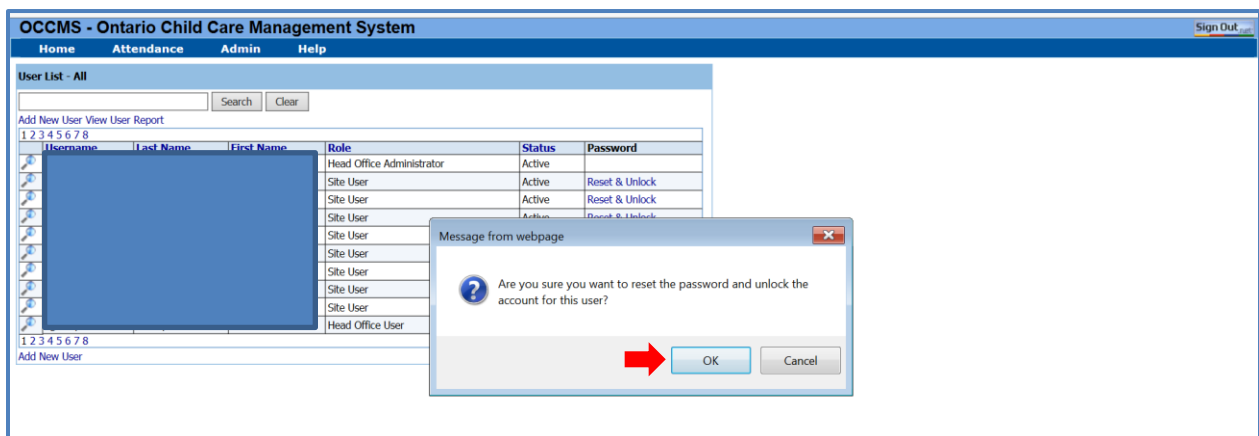

- Sign into OCCMS – Ontario Child Care Management System
- Click on Admin, then select Users

User List – All window
- Locate User from the list
- Under Password column, select Reset & Unlock

- Review the "Message from Webpage" pop up window
- Select OK to reset the password and unlock the account for the user

RESET PASSWORD

The Web Attendance system will generate a new temporary password & the following Password Reset window will pop up
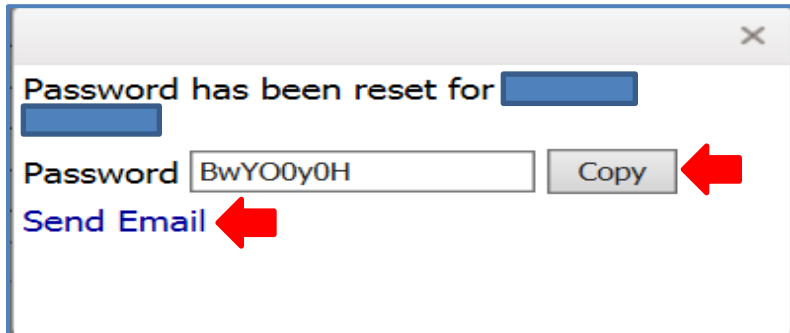
From the above Password Reset window, "BwYO0y0H" is a temporary password generated by the system.

- From the Password Reset window, there are TWO clicking options:
    - "**Copy**" option: copy the system generated password to a windows clipboard & paste it in an email to be sent to the user
    - "**Send Email**" option: automate the following email to the user
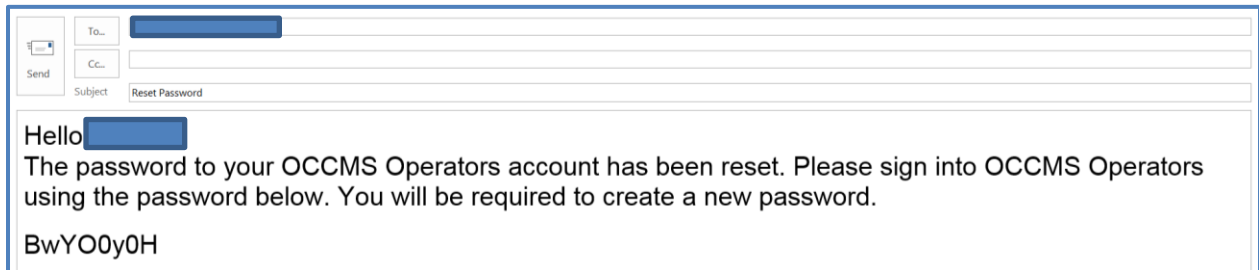
Note:

- Due to security, the system generated password will usually expire in **48** hours. The user must change the system generated password within this time window.
- A new password requires from 6 to 20 characters long, and it is case-sensitive.