

UNLOCK ACCOUNTS/ RESET USER PASSWORDS

1. From your ePAY homepage, please click on “System Setup” in the left hand margin.

The screenshot shows the ePAY Healthcare homepage. The top navigation bar includes links for Home, Help, and Sign Out. Below this, there are tabs for Active Patients, ePLAN, Point of Service, Eligibility, and Reports. The main content area is titled "Home Page" and "Demo Database". On the left, a "Quick Find" search bar is present. Below it, a vertical menu lists various system functions: Home, Cashiering, Quick POS, Departmental Deposits, Find Transactions, **System Setup** (highlighted with a red box), Promotion Setup, eBILL, and Checkout. The main content area displays user information: "Operator: MBENDER Department: MAIN Station: WEB Client: DEMODB2010". It also lists login details: "Your last login was on Wednesday, April 03, 2013 at 9:14:06 AM.", "Your password expires in 90 days. Click [here](#) to change it.", and "To change your secret question click [here](#)". A date box on the right shows "Actual Date: Wed., Apr. 3, 2013" and "Business Date: Wed., Apr. 3, 2013". A "Messages" section below shows "DEMO DB". The footer contains copyright information for CNHC, LLC, dated 2010.

2. Then click on “Operators” to display a list of users for your ePAY system.

The screenshot shows the ePAY Healthcare "System Setup" page. The top navigation bar and tabs are the same as in the previous screenshot. The main content area is titled "System Setup" and "Demo Database". On the left, the same vertical menu is shown, with "System Setup" selected. The main content area has a "Quick Find" search bar and radio buttons for "Basic Setup" (selected) and "Advanced Setup". Below this, there are several expandable sections: "Customer Information" (with a sub-link for "Customers"), "Item Information" (with sub-links for "Item Codes" and "Term Codes"), "Payment Information" (with a sub-link for "Payment Codes"), "Operator Information" (with a sub-link for "Operators" highlighted by a red box), "Station Information" (with a sub-link for "Stations"), and "Miscellaneous".

- Please select the user whose account you wish to unlock and/or whose password you would like to reset.

The screenshot shows the 'Operators' page in the ePAY Healthcare system. The page header includes the ePAY Healthcare logo and navigation links for Home, Help, and Sign Out. Below the header is a navigation bar with links for Active Patients, ePLAN, Point of Service, Eligibility, and Reports. The main content area is titled 'Operators' and 'Demo Database'. It features a 'Quick Find' search box and a list of operators. The operators are listed in a table with columns for Operator, Name, Group, Department, and Disabled. For each operator, there are 'Select' and 'Delete' buttons, and 'Unlock Account' and 'Change Password' buttons. The user 'JANED' (Jane Doe) is highlighted with a red box, and the 'Unlock Account' and 'Change Password' buttons for this user are also highlighted with red boxes.

Operator	Name	Group	Department	Disabled				
ADMIN	NOH ADMIN	INQ*	MAIN	N	Select	Delete	Unlock Account	Change Password
BIPIN	Bipin Chand	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
CARRIE	Carrie Kretz	ADMIN*	MAIN	N	Select	Delete	Unlock Account	Change Password
CKRETZ	Carrie Kretz Cashier	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
DAVID	DAVID-IDC MARKETING	ADMIN*	MAIN	N	Select	Delete	Unlock Account	Change Password
EPAY	epay	ADMIN*	MAIN	N	Select	Delete	Unlock Account	Change Password
GREG	Greg Schuster	ADMIN*	MAIN	N	Select	Delete	Unlock Account	Change Password
GTITUS	Greg Titus	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
JANED	Jane Doe	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
JAYA	JAYAPRADHA	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
JAYASSO	jayapradha	CASHIER*	MAIN	Y	Select	Delete	Unlock Account	Change Password
JOHN	john doe	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
JTEST	Jaya Test	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password
MARK	Mark Davies	CASHIER*	MAIN	N	Select	Delete	Unlock Account	Change Password

- Enter a new password for the user which must be at least 8 characters long and must include at least 2 non-letters.

The screenshot shows the 'Change Password' page in the ePAY Healthcare system. The page header includes the ePAY Healthcare logo and navigation links for Home, Help, and Sign Out. Below the header is a navigation bar with links for Active Patients, ePLAN, Point of Service, Eligibility, and Reports. The main content area is titled 'Change Password' and 'Demo Database'. It features a 'Quick Find' search box and a heading 'Changing Password for JANED'. Below the heading are two input fields: 'Enter New Password' and 'Verify New Password'. At the bottom of the form are two buttons: 'Change Password' and 'Reset'.

5. Please share the temporary password you have created with the user. The user will enter the temporary password to login. When prompted for the “old password” please have the user enter the same temporary password again, then the user will create a “new password.”
6. Once the user has created a new password, the system will return to the login page so that the user can login to ePAY using the newly created password.

Please contact ePAY Support with any questions!

Support @epayhealthcare.com

1-888-640-7815