

## Quick Reference Guide

# Administration - How to Reset Passwords and Logins for Webster Web-Link®

This guide is intended for Company System Administrators (CSAs). It illustrates how to reset the passwords or login status for Web-Link users in your organization.

There are two types of password resets:

1. When a Web-Link User's password expires, or is forgotten by the user.
2. When the user enters a wrong password five times and is locked out.

Access the Reset Password feature from the Administration tab in the top navigation bar on new Web-Link. Only CSAs with the Administration entitlement will see this tab.

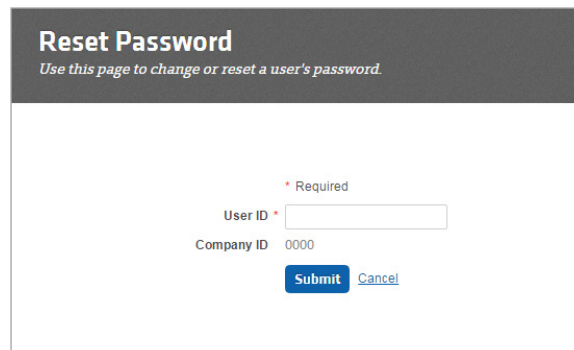


Depending on your entitlements, the top navigational bar may appear different, e.g. Home instead of Treasury Dashboard.

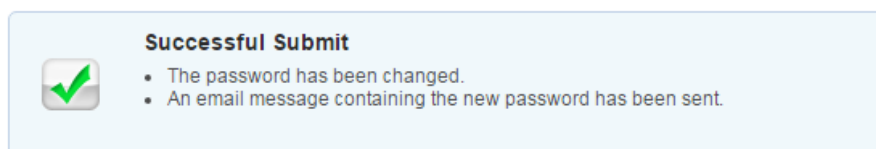
### How to Reset a Forgotten Password:

#### Administration > Manage > Reset/Edit > Password

1. Click the Password link.
2. Enter a user ID to be reset (the Company ID field cannot be entered).



3. Click Submit. You will receive a Successful Submit message:



4. The user will be sent an email containing a new, temporary password. The temporary password is valid for five calendar days. The user will be asked to establish a new password after entering the temporary one.

#### Tip:

- If a locked-out user had already logged in and established (password) Security Questions, they can reset their own password directly from the login screen by clicking the Forget Password? link that appears after an incorrect password entry
- When a user thinks they may be locked out of Web-Link\*, resetting their password both unlocks their ID and emails them a temporary password. There is no need to unlock their ID separately

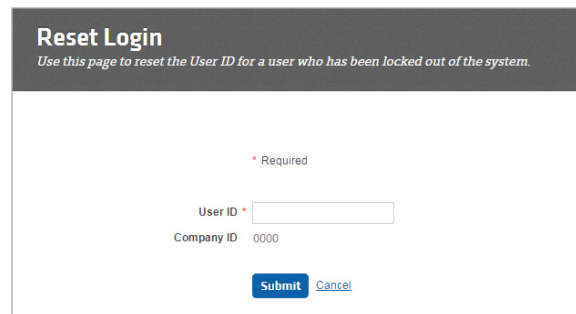
### How to Reset a User Locked out of Web-Link:\*

To determine if a user is locked out of Web-Link, you must run a User Activity report. There is no Lock-out indicator on the Manage User's page and no error message is displayed to the user.

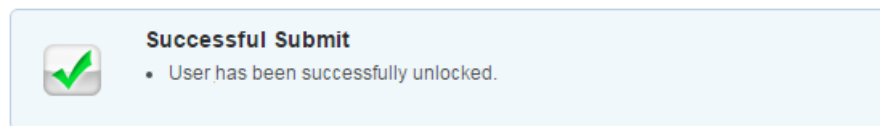
Unlocking a user's Login ID does not change their password; it only unlocks the user so they can enter their (same) password. If a user **also** has forgotten their password, use the Reset/Edit Password function above which unlocks the user AND resets their password.

### Administration > Manage > Reset/Edit > Login

1. Click the Login link.
2. Enter the User ID to be reset (the Company ID field is for display only).

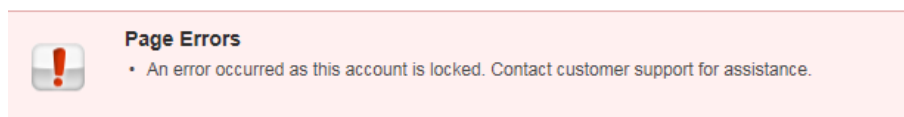


3. Click Submit to unlock the User ID and return you to the Manage Users page. You will get this message:



4. If the password did not need to be reset, the user can now log into Web-Link.

*\*Users can get locked out as part of the user authentication process that is applied when a user logs in. This is related to RSA Adaptive Authentication. After three incorrect attempts to log in, or if a user incorrectly answers a single (RSA) Authentication Question twice, a user can be locked out of RSA. This is the Page Error message they will see:*



*This Page Error message is not related to a lock out from new Web-Link. When a user sees this, contact your assigned TPS Client Support Specialist, who can reset the user's RSA profile. The CSA cannot unlock an RSA lock out and CSA password resets or login resets will have no effect until the user's RSA profile is reset by the bank.*