GENESYS™

Predictive Routing Help

User Profile: Resetting Passwords

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User Profile: Resetting Passwords

> ### Important
> The functionality described in this topic is provided for on-premises customers, who install, configure, and maintain their own GPR deployment. If you are accessing GPR in a Cloud instance, you can disregard this password change functionality.

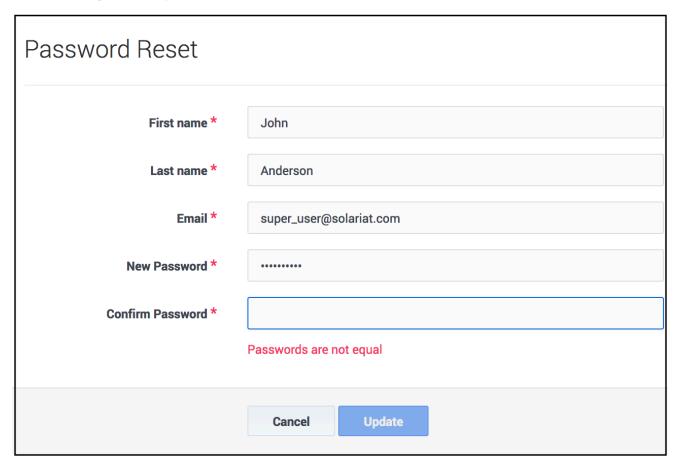The **Password** tab enables you to change your password.

- You can also reset an existing password from the User table.

To open the configuration menu, click the **Settings** gear icon, located on the right side of the top menu bar: .

> ### Important
> If you are a STAFF user who needs to configure password policy settings, see The Password Policies Tab.

Resetting your password

Password Reset

First name * | John

Last name * | Anderson

Email * | super_user@solariat.com

New Password * | •••••••••

Confirm Password * |

Passwords are not equal

Cancel   Update

To reset your password:

1. Click the **User Profile** > **Password** tab on the left-hand navigation bar.
2. Enter your new password.
3. Re-enter your new password to make sure you entered it correctly.
4. Click **Update** to accept it.