**How do I unlock or Reset a PW in PWM**



**Resetting a Password or Unlocking a User in PWM LDAP**

What is needed:
1. PWM URL

2. Login / Password Information .

3. User name that needs verification

* Login into the PWM site for the customer in question with Jazz Admin login and Password

<customer public uri >/pwm



* Once you log in, select User Administration on lower left side of the PWM Dashboard:

 

* Enter the first letter of the name of the user (Enter more characters if needed) Then click on the user you need to verify / change.

 

* On the right side of the page, select either "Unlock"  or Reset Password.
* Password resets should be done with the user on the phone.  You can create a simple password for them, but have them immediately log in and change it.



Click Update User to save

* In the top right, click the arrow to logout.

 