RESETTING A FIRM USER'S PASSWORD

Should a firm user forget their password, a firm administrator needs to reset it for them in order for them to be able to access their account.

Communicate the new password you chose to the user who needs account access after following the steps below.

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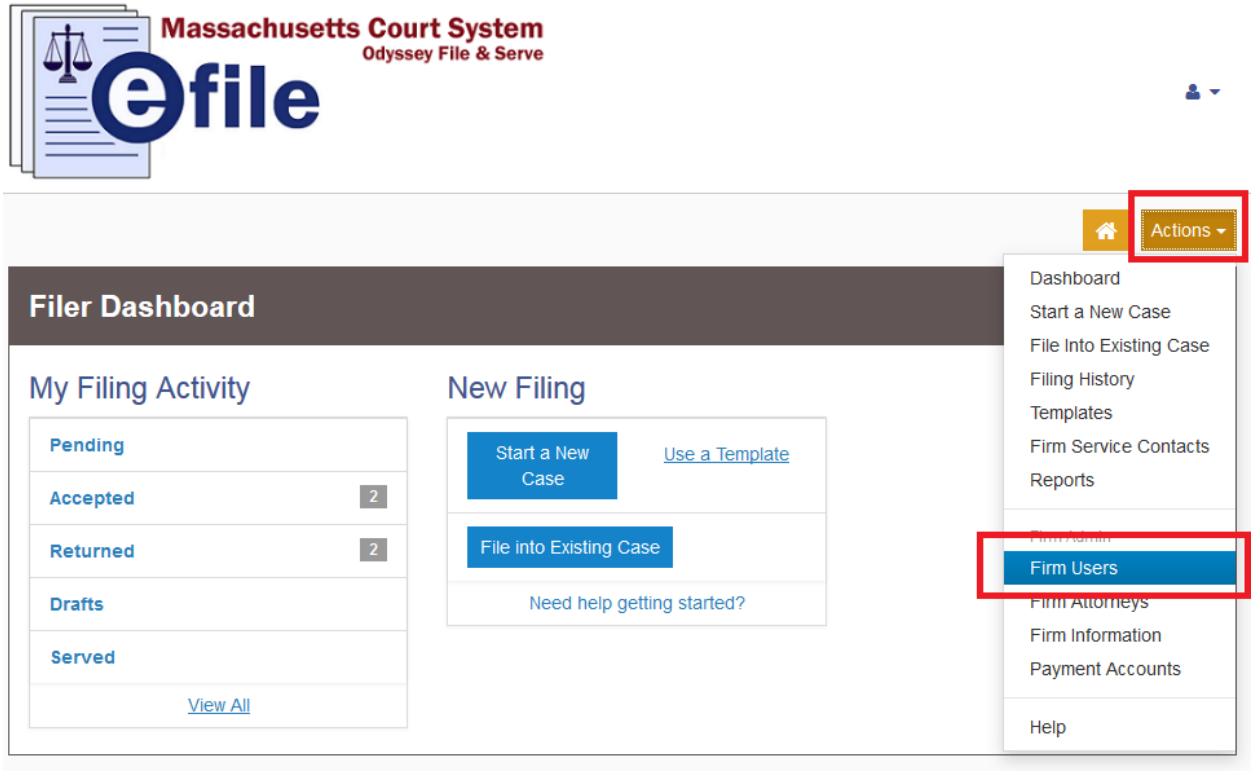
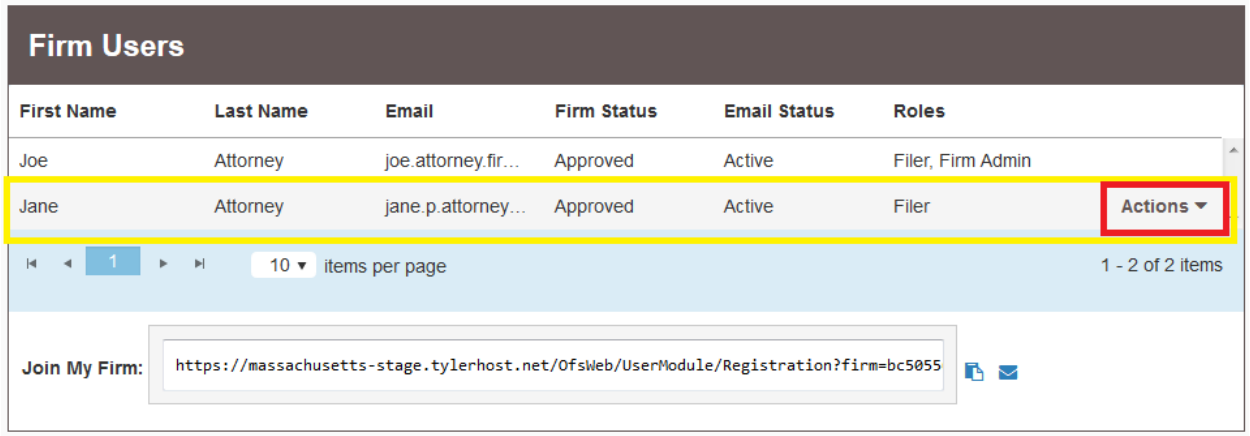
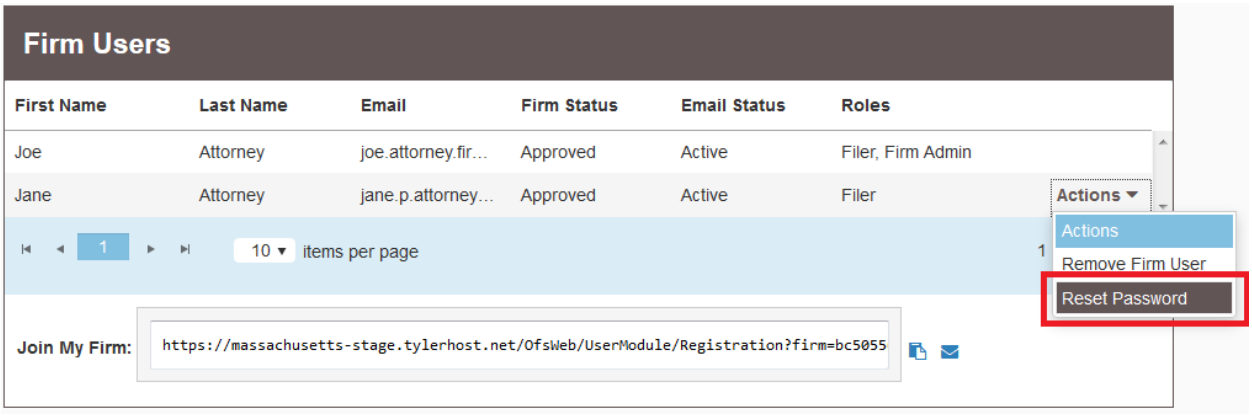
1. Click the Actions drop down menu on the right of the home screen. Select "Firm Users" from the dropdown menu:



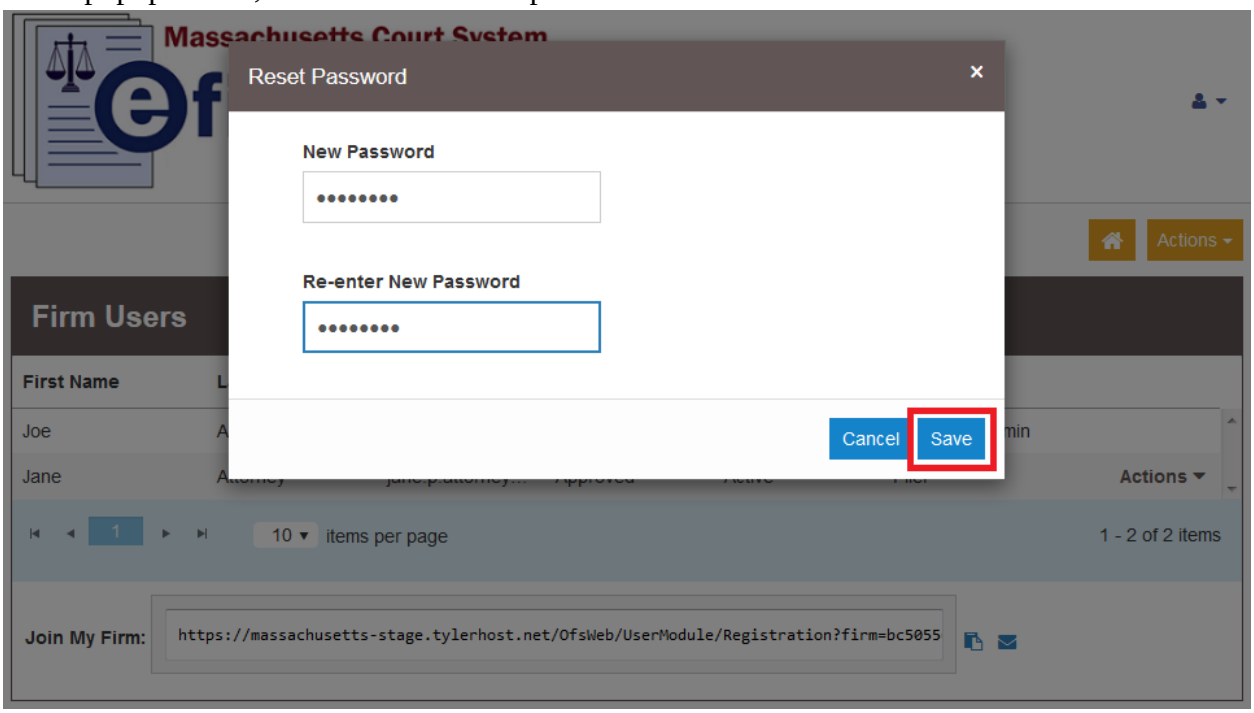
2. Click the "Actions" dropdown menu that appears next to the user whose password needs to be reset:



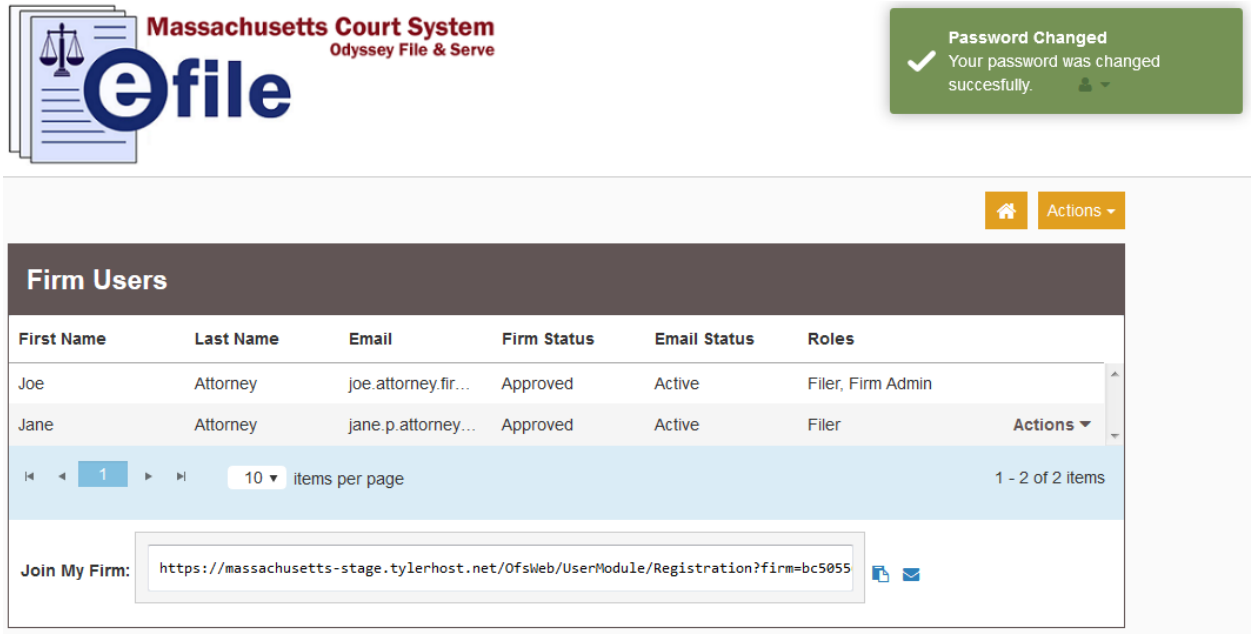
3. From the dropdown, click "Reset Password"



4. In the popup screen, enter the user's new password in both boxes and click "Save":



5. When the change is made successfully, a green notification will appear in the top right of your screen:



6. Be sure to communicate the new password to the affected user.

Should you encounter any problems resetting a user's password and you are sure you have followed the previous steps correctly, please call Tyler Support at 1.800.297.5377

Please do not call the Clerk's Office with technical support related questions.