

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.

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

The screenshot shows the 'Filer Dashboard' for the Massachusetts Court System. The dashboard includes sections for 'My Filing Activity' (Pending, Accepted, Returned, Drafts, Served) and 'New Filing' (Start a New Case, Use a Template, File into Existing Case). The 'Actions' dropdown menu is open, showing options like Dashboard, Start a New Case, File Into Existing Case, Filing History, Templates, Firm Service Contacts, Reports, Firm Admin, Firm Users, Firm Attorneys, Firm Information, Payment Accounts, and Help. The 'Firm Users' option is highlighted with a red box.

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

The screenshot shows the 'Firm Users' table with the following data:

First Name	Last Name	Email	Firm Status	Email Status	Roles
Joe	Attorney	joe.attorney.fir...	Approved	Active	Filer, Firm Admin
Jane	Attorney	jane.p.attorney...	Approved	Active	Filer

The 'Actions' dropdown menu is open for the user Jane Attorney. The table also includes a 'Join My Firm' section with a URL: <https://massachusetts-stage.tylerhost.net/OfsWeb/UserModule/Registration?firm=bc5055>.

3. From the dropdown, click "Reset Password"

The screenshot shows a table titled "Firm Users" with the following data:

First Name	Last Name	Email	Firm Status	Email Status	Roles
Joe	Attorney	joe.attorney.fir...	Approved	Active	Filer, Firm Admin
Jane	Attorney	jane.p.attorney...	Approved	Active	Filer

Below the table is a pagination control showing "1" items per page. To the right, an "Actions" dropdown menu is open, with "Reset Password" highlighted in a red box. Below the table, there is a "Join My Firm" link with a URL: <https://massachusetts-stage.tylerhost.net/OfsWeb/UserModule/Registration?firm=bc5055>.

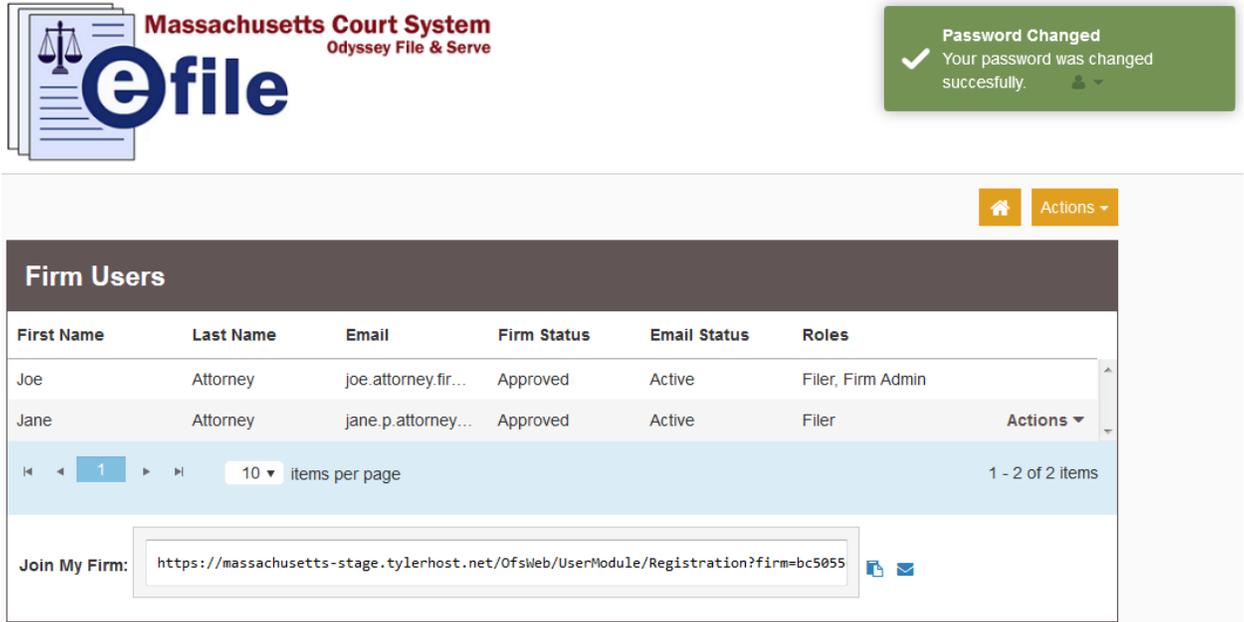
4. In the popup screen, enter the user's new password in both boxes and click "Save":

The screenshot shows a "Reset Password" popup window overlaid on the "Firm Users" table. The popup contains two password input fields:

- New Password**: A text box with a masked password of seven dots.
- Re-enter New Password**: A text box with a masked password of seven dots.

At the bottom right of the popup, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red box. The background shows the "Firm Users" table and the "Join My Firm" link from the previous screenshot.

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



The screenshot displays the Massachusetts Court System efile interface. In the top right corner, a green notification box states: "Password Changed" with a checkmark icon, followed by "Your password was changed successfully." and a user profile icon. The main content area features a "Firm Users" table with the following data:

First Name	Last Name	Email	Firm Status	Email Status	Roles
Joe	Attorney	joe.attorney.fir...	Approved	Active	Filer, Firm Admin
Jane	Attorney	jane.p.attorney...	Approved	Active	Filer

Below the table, there is a pagination control showing "1" of 2 items, "10" items per page, and "1 - 2 of 2 items". At the bottom, there is a "Join My Firm:" section with a text input field containing the URL: <https://massachusetts-stage.tylerhost.net/OfsWeb/UserModule/Registration?firm=bc5055> and icons for a document and an email.

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.