

Quick Start User Guide

Send Password Reset Emails

Prepared By: Reach Support

Strictly Commercial in Confidence





1. About password reset emails

User passwords are encrypted in the Reach system and cannot be seen by any user at any time.

If a user contacts you to ask you to remind them of their password, you can send them a **password reset** email.

This email does not show the user their last known password. Instead it allows them to choose a new password and lets them login to the system with this new password.

2. Send a password reset email to an account user

Account users are HR Administrators or Hiring Managers that work for your organisation.

To trigger a password reset email to an account user:

- 1. Click the user name in the Account User listing
- 2. From the options bar click Email Password

Figure 1: Email password reset to an account user

💰 Users	1				C Add New User	
ID	First Name	Last Name	Email	Туре	Login	
15	Amanda	Clark	demo@acme.com	HR Admin	C Enabled	
116	BMETC	Manager	support@reach-ats.com	Basic User	Enabled	
123	Dave	Harris	dave@acme.com	Basic User	Enabled	
42	Isaac	Dickson	support@reach-ats.com	Basic User	Enabled	
28	Jenny	Reeve	testmyapplication@yahoo.co.uk	HR Admin	📀 Enabled	
27	Kevin	Dalton	testmyapplication@yahoo.co.uk	Basic User	📀 Enabled	
101	Richard	Halstead	richard@aol99.com	Basic User	O Enabled	
Edit	Email Password	💥 Disable Login 🛛	Remove			
35	Ryan	Maloney	return0@gmail.com	Basic User	Enabled	
104	Tina	Lawson	info@reach-ats.com	Basic User	Enabled	
	···	<u>.</u>				

The temporary password will be emailed to the User immediately. The user can change their password as soon as they have logged by using the **Change Password** tool in **Preferences**.

3. Send a password reset email to a preferred agency supplier contact

Agency users are individuals working at your preferred agency suppliers that have been granted access to your agency portal to make candidate submissions.



To trigger a password reset email to an agency user:

- 1. Click the Agencies & Users button
- 2. Click the name of the agency to open the options bar then click Edit Users

Figure 2: Select the agency then edit users

_	🚨 Account	Users	CRB Manage	ers	_			
	S Age	ency Manager				Type Your Search Here and P	ress Enter	
	& Agend	ies						
	Agency I	Name Add a new agency by typin	g it's name here a	ind clicking 'Add Age	ncy		Add Agency	
	ID	Agency Name	Location	Contact	Telephone No.	Website	Agency Users	
	13	ACME Recruitment	Birmingham	Jamie King	0121 000 0000	www.acme-consultancy.com	4	
	27	Adecco Recruitment	Birmingham	Roger Tyson	0121 999 9999	www.adecco.com	2	
	28	Taylor Root	Birmingham	Lisa Perks	0121 590 9999	www.tayloroot.co.uk	2	
	Edi	t 🛃 Edit Users 📄 Arch	ve					
	29	Robert Walters	Leicester	Anthony Whelan	02478 898 000	www.robertwalters.co.uk	1	
	30	Michael Page Recruitment	Worcester	Alan Whyte	01952 800 000	www.michaelpage.com	2	
	31	Chadwick Nott	Coventry	Graham Barnes	0121 908 000	www.chadwicknott.com	3	
	32	Spring IT Recruitment	Birmingham	Peter Heard	0121 909 0000	www.spring.com	1	
	33	Reed Personnel	Birmingham	Elaine Bonner	0121 890 0000	www.reed.co.uk	1	
	34	EMR Specialist Recruitment	Leicester	Christopher Cann	0121 989 0000	www.emr-specialists.com	3	
	35	Hudson Global Resources	Worcester	Robin Mair	01952 560 0000	www.hudson.com	1	
	26	Bluefire Sales & Marketing	London	Mark Lennox	0207 999 0000	www.bluefire.co.uk	2	
	50					1 1 1 1	-	
	37	Hays Legal	Worcester	Andrew Nelson	01952 909 0000	www.hayslegal.co.uk	2	

3. When the agency user list opens, click the relevant user's name to open the options bar

4. Click Email Password

Figure 2: Select the agency then edit users

reach ATS	Dashboard Candidates Vacancies	Libraries Talent Ban	k Reports Settings		Preferences 🗱 🛛 Sign Out 🔎
_	🔮 Account Users 🛛 🍰 Agencies & Users	🗳 CRB Managers			
	Agency Setup - Taylor Root	2			
	& Agency Details 🛛 😂 Terms & Conditions				
	First Name User first name	Last Name User last n	ame Email User email	C Add User	
	ID First Name	Last Name	Email Address	Login	
	12 Lisa	Perks	lisaperks@aol99.com	C Enabled	
	🗱 Disable Login 🚺 Email Password	Delete			
	13 Pete	Newman	petenewman@aol99.com	😋 Enabled	
			- Disc	ard & Go Back 🛛 🖋 Save & Return	

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