

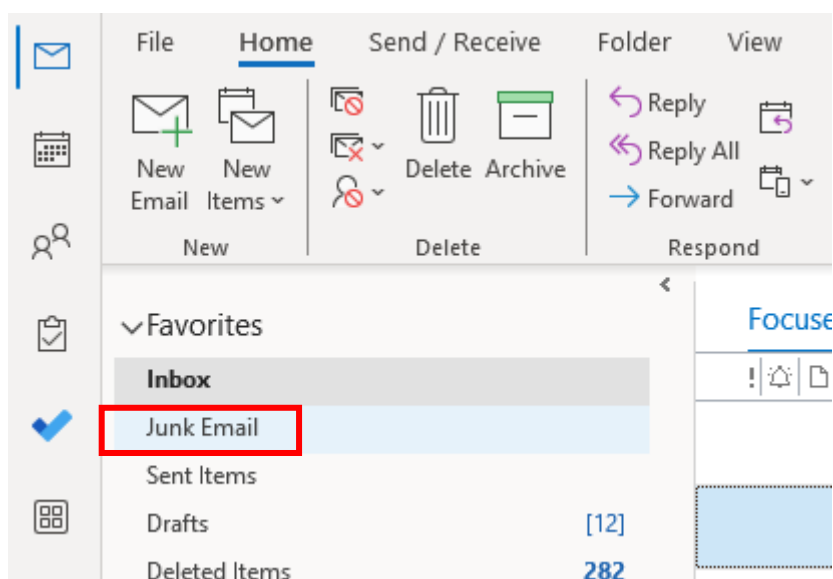
Troubleshooting password resetting.

Here is the link to help any user reset a password in VQManager:

<https://skillwise.net/wp-content/uploads/2021/07/Resetting-your-password.pdf>

If your user continues to have problems and a password re-set e-mail isn't arriving, here are the actions to perform next, in order:

1. Check the spam and junk folders for the recipient address:



2. Check noreply@vqmanager.co.uk isn't blocked as a sender, and /or is listed as a safe sender. (Exactly how this works will depend on what security software you are using). You might need your IT department to help with this.
3. As Centre Admin, open the account and set a new password, which you can then pass on to the user.

A screenshot of a web browser window showing the 'Edit user' form in VQManager. The browser address bar shows the URL: vqmanager.co.uk/cgi/radSVQ.cgi/eu?&r=162204&i=vkfvsclmclvrrvcvrrsmrvff&osu=0&g=8&org=181&sc=18&su=278436. The form has a yellow warning banner at the top: 'Please note: Any changes made here will not show up in the user list until that is refreshed'. Below this is the 'System information' section. It contains a 'User name' field with the value 'BLUESKYADMINISTRATOR'. Below that is a 'New password' field, which is highlighted with a red box. The text next to the field says: '(leave this blank to retain the existing password)'. At the bottom of the form is a checkbox labeled 'Force password change'.