Resetting an Employee Password/Unlocking an Account

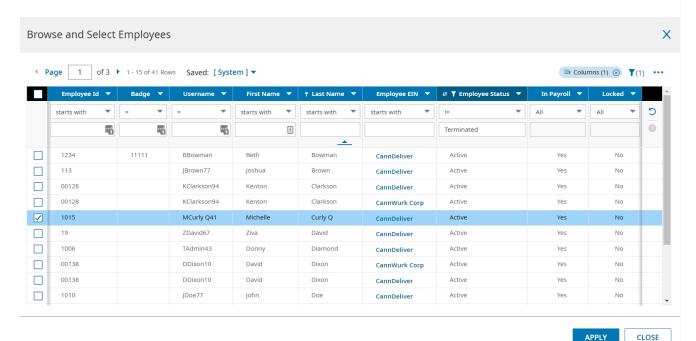
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These instructions guide you in resetting an Employee password on systems upgraded to the latest Wurk release.

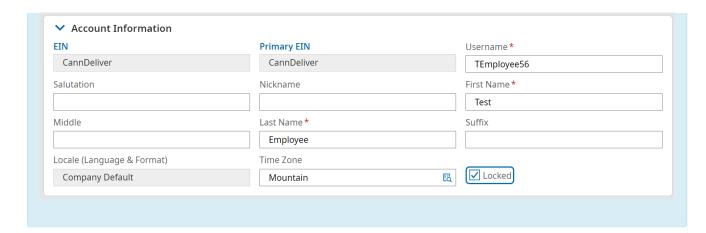
Some options shown in these instructions might not match your permissions and setup.

START HERE

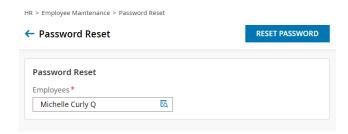
- 1. From the Main Menu, search for Reset and select Password Reset (or navigate to Team>HR>Employee Maintenance>Password Reset).
- 2. Find and select your employee(s) using the search icon next to the Employee field, and when the popup window appears, search by Badge number, employee ID, First or Last Name, etc., then select the employee by clicking the checkbox next to the employee name and clicking **APPLY**.



If the employee was locked out, you will need to navigate to their employee profile. You will need to uncheck the **Locked** check box and save their page in order to unlock the account.



3. Click **RESET PASSWORD**. This will automatically reset the employee's password to the last 4 digits of their SSN.



If the employee has an email for password resets designated in Wurk, they will get an email notification. You may want to simply tell the employee to log back into Wurk using the last four digits of their social security number.

4. If the employee is still having issues logging in, you may need to clear the employee's virtual code settings. You will do this by navigating to the employee's profile and selecting the button to clear their virtual code settings. This resets their log in verification to the current email address, phone number, and SSN.

