Resetting an Employee Password/Unlocking an Account

Last Modified on 12/21/2022 5:55 pm EST

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**.

Browse and Select Employees ✕

◄ Page [1] of 3 ► 1 - 15 of 41 Rows   Saved: [System] ▼   Columns (1) ⊗ ▼(1) •••

	Employee Id ▼	Badge ▼	Username ▼	First Name ▼	↑ Last Name ▼	Employee EIN ▼	⇅ ▼ Employee Status ▼	In Payroll ▼	Locked ▼	
	starts with ▼	= ▼	= ▼	starts with ▼	starts with ▼	starts with ▼	!= ▼	All ▼	All ▼	↺
	🖩	🖩	🖩	📇			Terminated			⊗
☐	1234	11111	BBowman	Beth	Bowman	**CannDeliver**	Active	Yes	No	
☐	113		JBrown77	Joshua	Brown	**CannDeliver**	Active	Yes	No	
☐	00128		KClarkson94	Kenton	Clarkson	**CannDeliver**	Active	Yes	No	
☐	00128		KClarkson94	Kenton	Clarkson	**CannWurk Corp**	Active	Yes	No	
☑	1015		MCurly Q41	Michelle	Curly Q	**CannDeliver**	Active	Yes	No	
☐	19		ZDavid67	Ziva	David	**CannDeliver**	Active	Yes	No	
☐	1006		TAdmin43	Donny	Diamond	**CannDeliver**	Active	Yes	No	
☐	00138		DDixon10	David	Dixon	**CannWurk Corp**	Active	Yes	No	
☐	00138		DDixon10	David	Dixon	**CannDeliver**	Active	Yes	No	
☐	1010		JDoe77	John	Doe	**CannDeliver**	Active	Yes	No	

APPLY   CLOSE

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.

Account Information

EIN
CannDeliver

Primary EIN
CannDeliver

Username *
TEmployee56

Salutation

Nickname

First Name *
Test

Middle

Last Name *
Employee

Suffix

Locale (Language & Format)
Company Default

Time Zone
Mountain

☑ Locked

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

← **Password Reset**   **RESET PASSWORD**

Password Reset
Employees *
Michelle Curly Q

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.

∨ Two-Factor Authentication

☐ Use TOTP Authentication ⑦

☐ Clear TOTP Settings

☑ Use Virtual Code Authentication

Clear Virtual Code Settings