



How to Reset Your Password for QNE Optimum

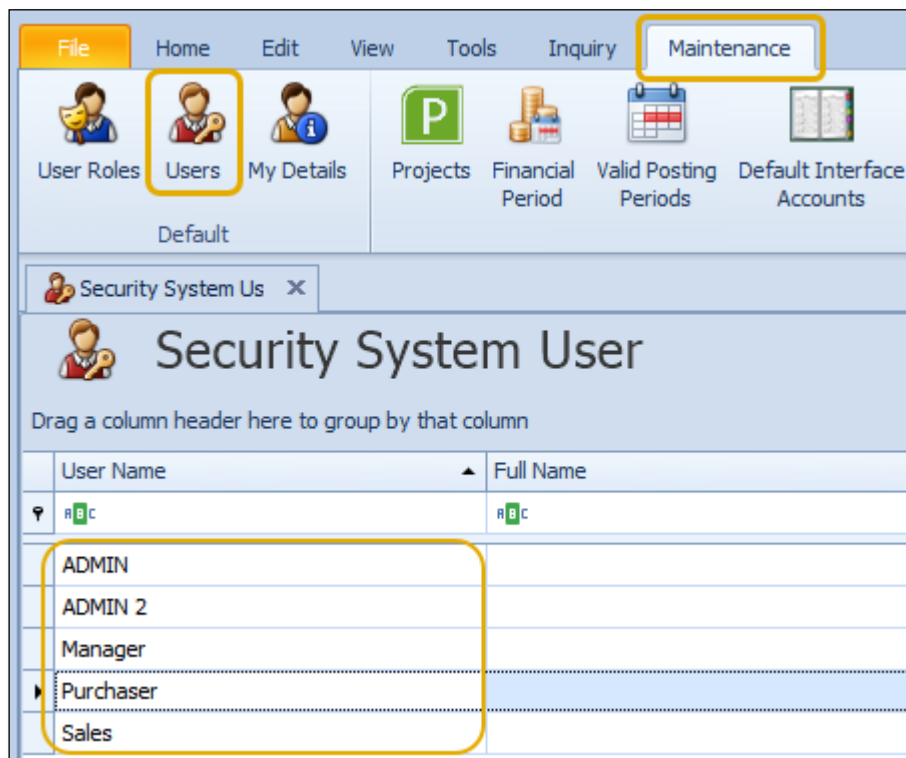
Overview

Forgot your password? No worries. This article will guide you how to reset your password. Any admin user can reset anyone's password, this procedure should be performed by him/her.

Note: If the one who forgot his/her password is an admin user himself/herself and there are no other admin users, please contact QNE Support for assistance.

Procedure:

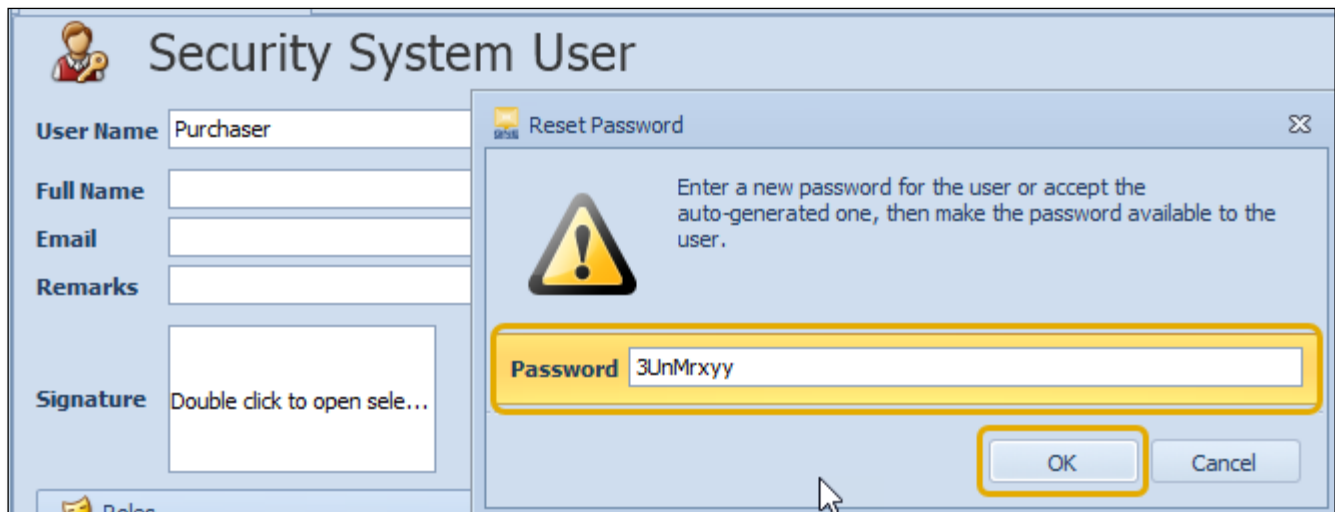
1. Go to **Maintenance** > **Users**. Double-click the username for password reset.



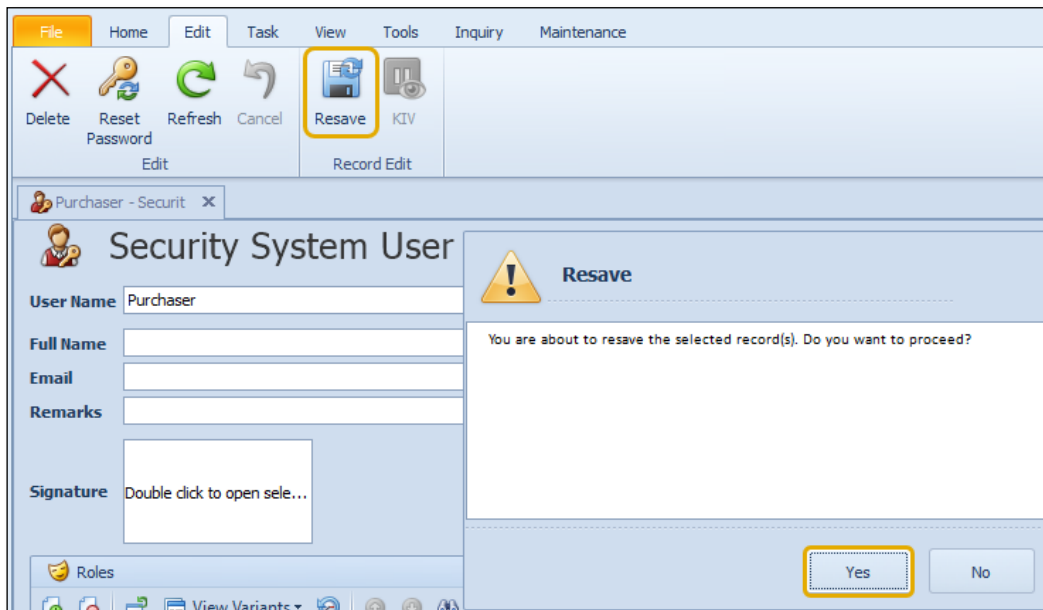
2. Go to **Edit**. Click **Reset Password**.



3. Either enter a new temporary password or accept the auto-generated temporary password and provide it to the user. Click **OK**.

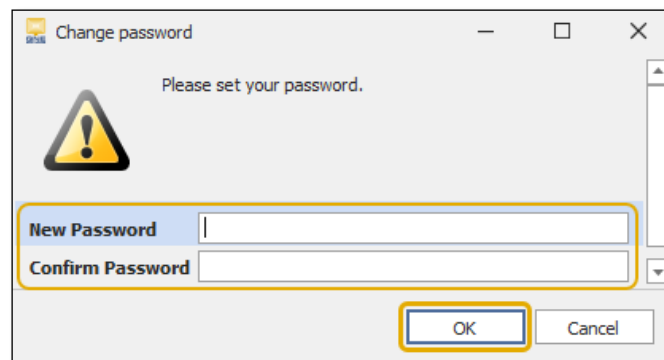


4. Click **Resave**. Click **Yes**.



Application:

1. The user logs in using the temporary password.
2. The user will be prompted to change his/her password.
3. Click **OK** after entering a new password and it is now all set.



For further concerns regarding this matter, please contact QNE Support or create a ticket through this link: <https://support.qne.com.ph>

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