

Password Recovery in FreeFlow Core

Wednesday, November 14, 2018 4:50 PM

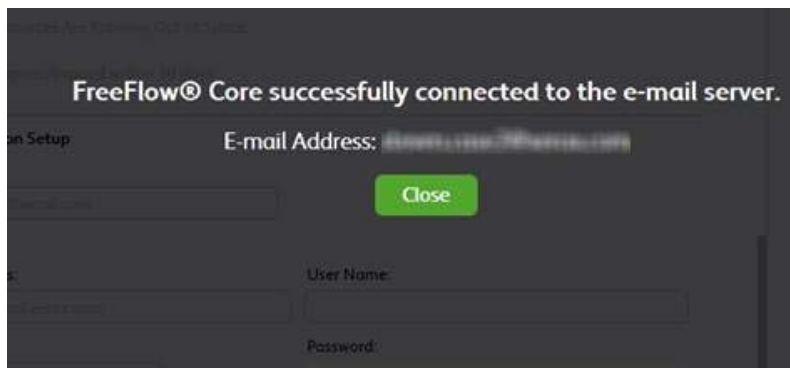
Password Recovery in FreeFlow Core

This requires several actions to be taken prior to forgetting your password.

1. Under Administration – Notifications, email support has to be set up.
It's all the way at the bottom.
If your mail server does not require a login, just type a space for the password so your Test button will turn green, then you can test, then save it.
Note: your E-mailed From field has to contain a correctly formatted email address.

FreeFlow® Core

The screenshot shows the 'Notifications' configuration page in the FreeFlow Core administration interface. The page has a blue header with navigation tabs: 'Job Management and Status', 'Printer Management and Status', 'Workflow Setup', and 'Admin'. The main content area is titled 'Notifications' and is divided into three sections: 'System Notifications', 'E-mail Notification Setup', and 'SMTP Settings'. In the 'System Notifications' section, there are two checkboxes: 'Server Resources Are Running Out of Space' (unchecked) and 'License Expires/Expired within 30 days' (checked). The 'E-mail Notification Setup' section includes an 'E-mailed From:' field with a text input containing a placeholder email address. The 'SMTP Settings' section contains fields for 'Server Address', 'User Name', 'Port' (set to 25), and 'Password' (masked with a dot). There is also an unchecked checkbox for 'Use SSL'. At the bottom right of the form, there are two buttons: 'Test' and 'Save'.



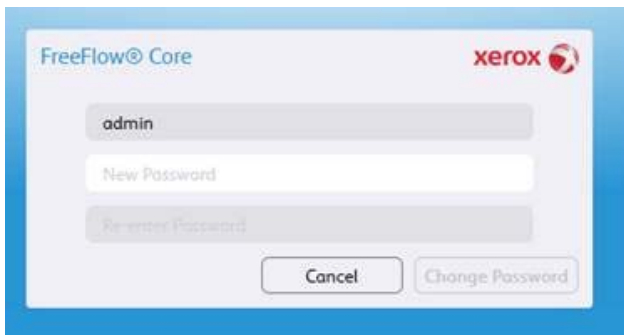
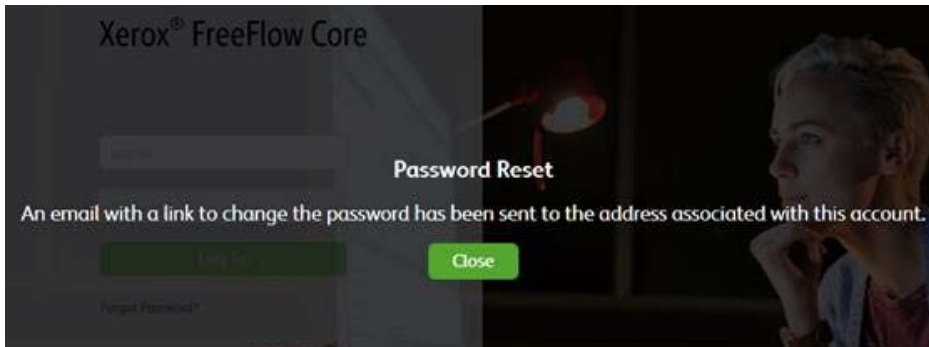
2. Next, your user accounts need to have an email set up for them.
If you don't have this, it won't give you a Forgot Password? link for that user on the login page.

User Access

| User Name | E-mail Address | Access Level |
|-----------|----------------|---------------|
| admin | [REDACTED] | Administrator |
| operator | [REDACTED] | Operator |



- 3. When you click Forgot Password? it emails you a link to reset your password. The link brings you to the password reset page below.



FreeFlow® Core xerox

admin

Re-enter Password

- Must be at least 8 characters in length
- Contain at least one upper-case character
- Contain at least one numeric character
- Contain at least one special character (e.g. \$, #, &...)

4. Add your new password. Then you're all set.