

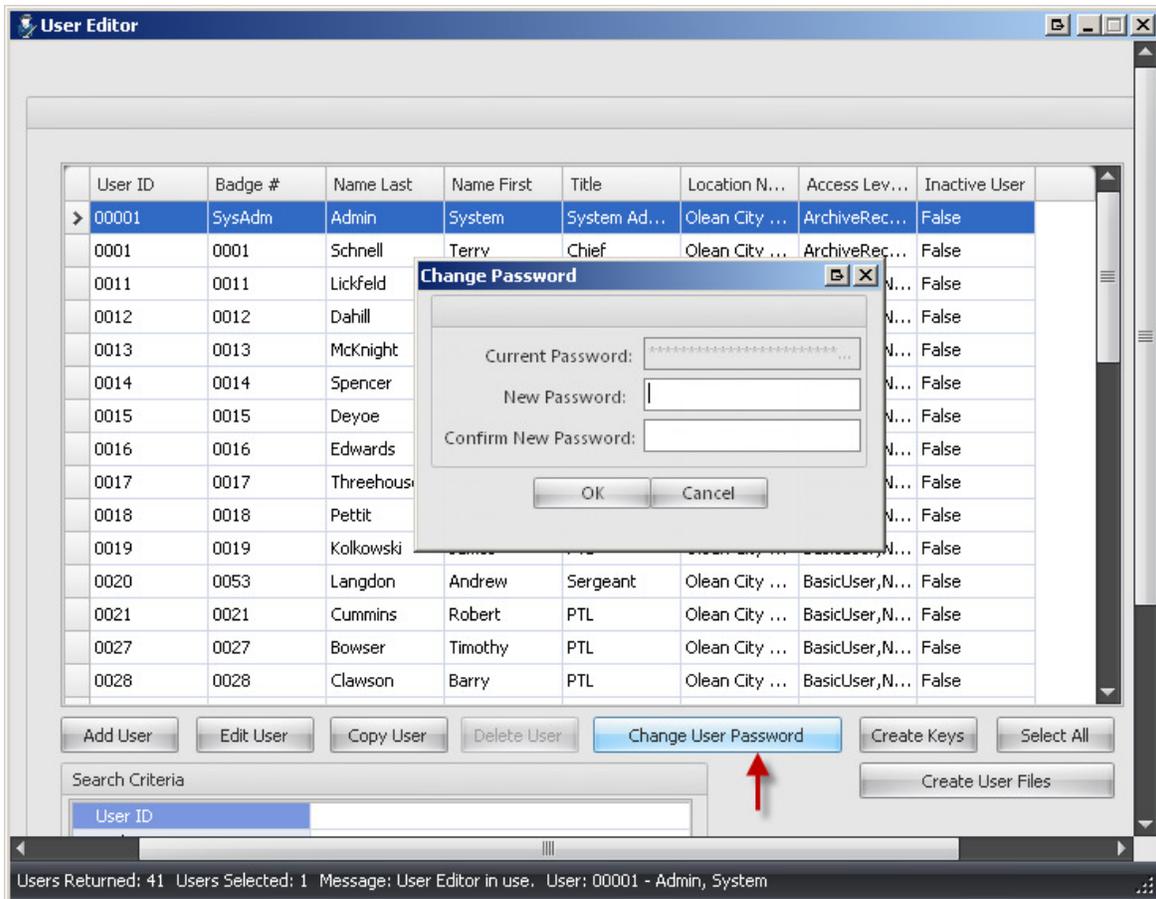
Changing a User's Password in TraCS 10

I. Re-Setting a Password by the Administrator

It is sometimes necessary to reset a User's password from the Configuration Manager. For example if a User has forgotten their password it will need to be reset from the Configuration Manager by the TraCS Administrator. To reset a User's password please follow the steps below.

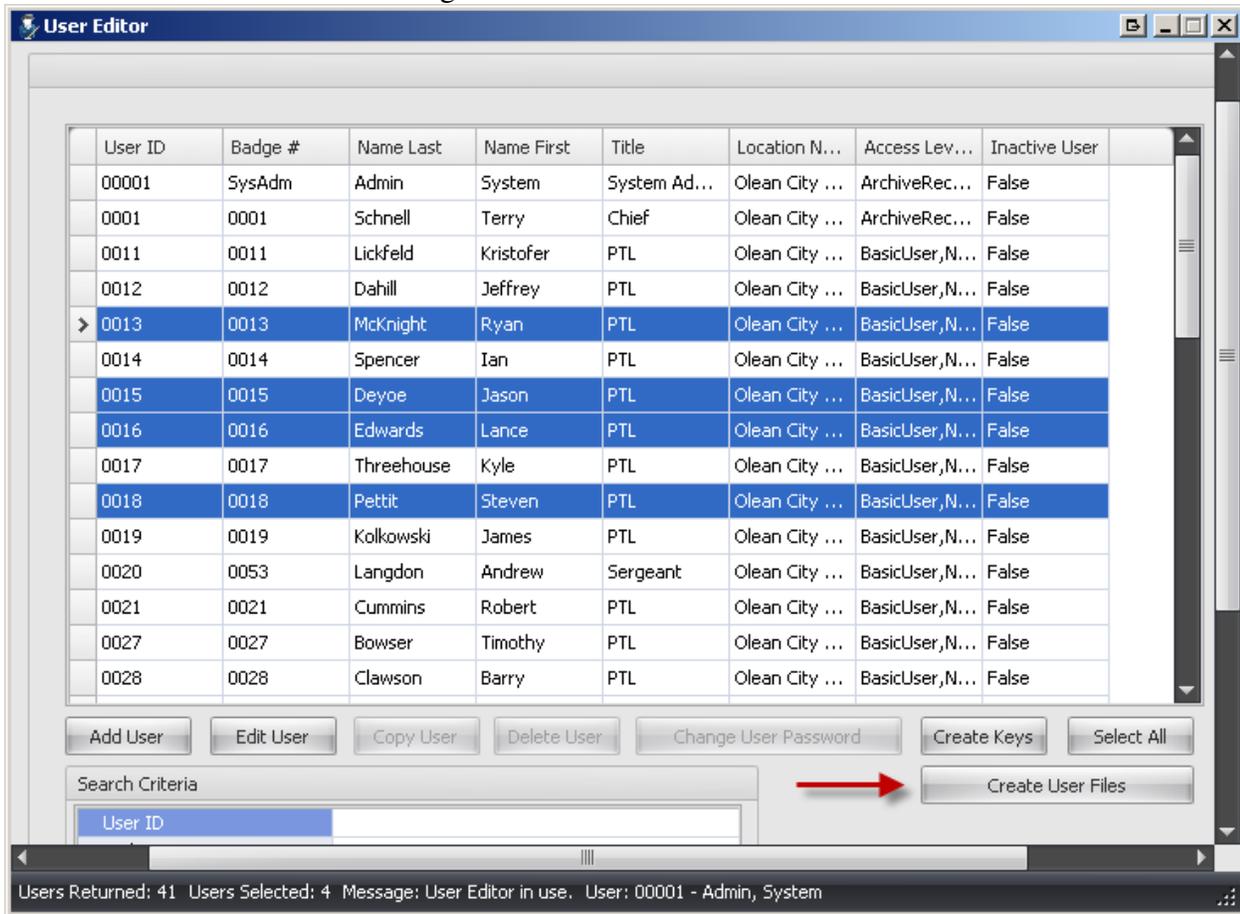
** NOTE – Passwords can only be changed in the station. They cannot be changed in the field units.

1. Log in to the TraCS Configuration Manager as the System Admin and select the User button.
2. Select search to pull up the list of users.
3. Highlight the User that needs a password change and select Change User Password from the menu options. Enter the new password twice and click Ok. A confirmation box will appear, select Ok. The password has now been changed and the User can log in to TraCS.

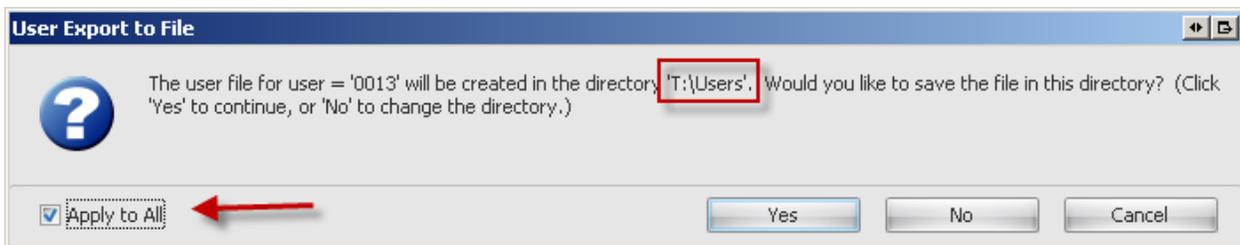


If your agency is using TraCS Transfer or a Wireless solution to StartShift / EndShift, you must Export the User File after any changes are made by doing the following.

1. Select the User or Users in the grid and click on the “Create User Files” button



2. The path should always point to the users file on the server. If the path is correct, click Yes, otherwise click No and select the correct path. If exporting multiple users, click the Apply to all.

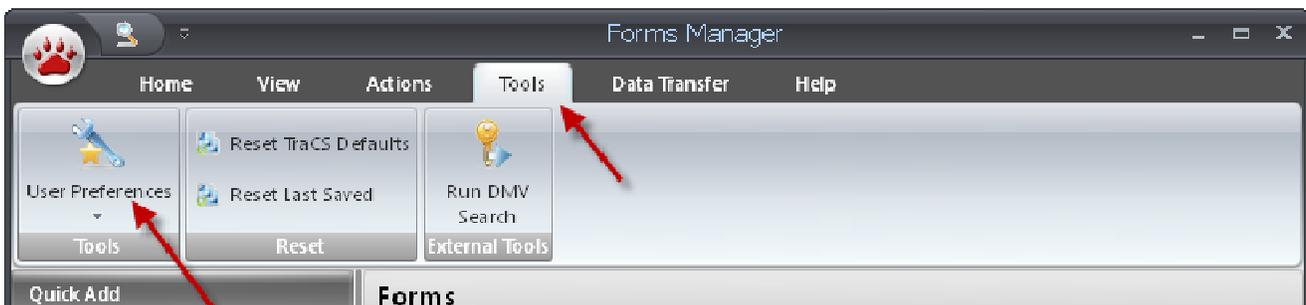


II. Re-Setting a Password by the User

A User may also have the need to change their own password, which they can do under their own User profile when they are logged in to TraCS 10 just like they could in TraCS 7. Note the User will only be able to create a new password if they know their old one, if they do not know the old they will need to contact their TraCS Administrator.

**** NOTE – Passwords can only be changed in the station. They cannot be changed in the field units.**

1. Log in to TraCS 10 under your own profile. Select the Tools Tab from Tool bar and then select User Preferences.



2. Select Change Password from the drop down list and then enter the old password, followed by the new password and then a confirmation of the new password. Select Ok and then you will get a password change confirmation box, select Ok again and you have successfully changed your password.



**** NOTE If your agency is using TraCS Transfer or a Wireless solution to StartShift / EndShift, the TraCS Administrator must Export the User File after any changes are made. Reference Instructions on page 2.**