

# SOP: Resetting a User's Password in Phoenix

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## Purpose

To reset a user's Phoenix password so they can securely log back in and set a new one.

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## Step-by-Step Process

### 1. Open User Maintenance

- Go to:  
[http://phoenix.svs.co.nz:9080/caseacc/sys/i\\_users/i\\_users.php?from=menu](http://phoenix.svs.co.nz:9080/caseacc/sys/i_users/i_users.php?from=menu)

### 2. Search for the User

- Use the search box to locate the user whose password needs resetting.

### 3. Edit User

- Click the **pencil icon**  next to the user's row.

### 4. Enable Password Reset

- In the **System tab** (bottom of the screen), tick the **Password reset** checkbox.

- This will stay ticked until the user sets a new password.

### 5. User Login Process

- The user must go to the Phoenix **Home Page**:  
<http://phoenix.svs.co.nz:9080/caseacc/>

- They sign in with:
  - **Username:** (their usual login)
  - **Temporary Password:** abc123

- On login, Phoenix will **prompt the user to set a new password**.
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## Troubleshooting

- **Issue:** User tries to reset from the **logout link** (<http://phoenix.svs.co.nz:9080/caseacc/main.php?q=logout&from=menu>)
  - This page looks like the login screen, but it will **fail** to reset the password.
  - The link automatically logs the user out after attempting to change the password.
- **Fix:**
  - Always direct users to the **correct Phoenix home page link**: <http://phoenix.svs.co.nz:9080/caseacc/>