

# **TIPS** *and* **IDEAS**

## Resetting Passwords

There are two options to begin the reset-password process.

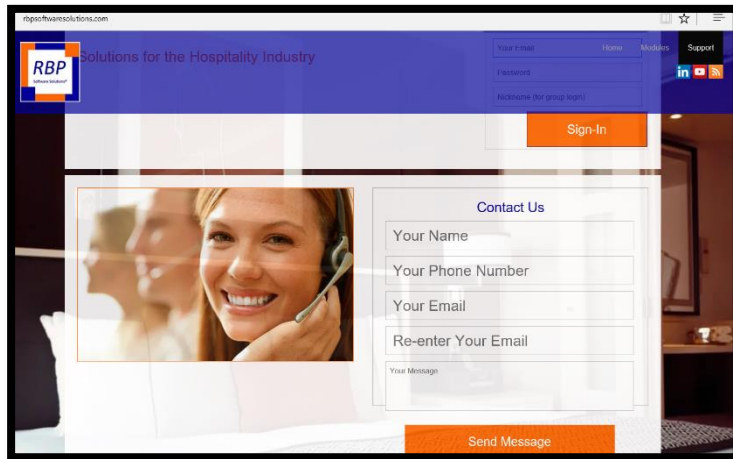
### Best Practices

#### Option 1: Request to Reset Your Password

Select the 'Support Tab' on [www.rbpsolutions.com](http://www.rbpsolutions.com)

In the Contact Us form, Enter Name, Number, Email, Confirm Email. In the Message, type "Reset Password." Select 'Send Message' to submit the form.

RBP's customer service will receive your request and send you a secure link to reset your password.

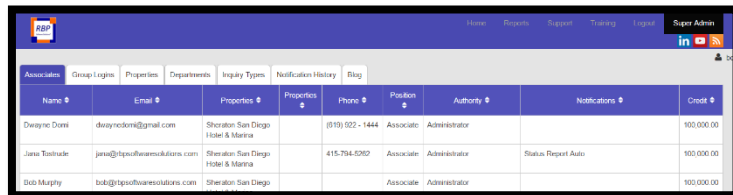


The screenshot shows the RBP website's 'Contact Us' form. The form is titled 'Contact Us' and includes fields for 'Your Name', 'Your Phone Number', 'Your Email', 'Re-enter Your Email', and 'Your Message'. A 'Send Message' button is at the bottom right. The background of the form features a photo of a smiling woman on a phone. The website header includes the RBP logo and navigation links like 'Home', 'About', 'Support', and 'Sign-In'.

#### Option 2: Send a Secure Reset-Password Link to an Associate

When Logged Into the System, you can begin the Reset Password Sequence for an Associate by selecting the 'Admin' tab within the system on [www.rbpsolutions.com](http://www.rbpsolutions.com).

Select associate profile by clicking on their name.

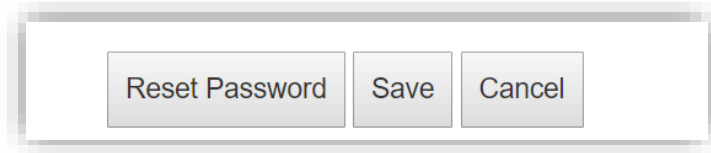


The screenshot shows the RBP Admin interface. It features a navigation bar with tabs: 'Home', 'Request', 'Support', 'Training', 'Admin', and 'Super Admin'. Below the navigation bar is a table listing associates. The table has columns for Name, Email, Properties, Phone, Position, Authority, Notifications, and Credit.

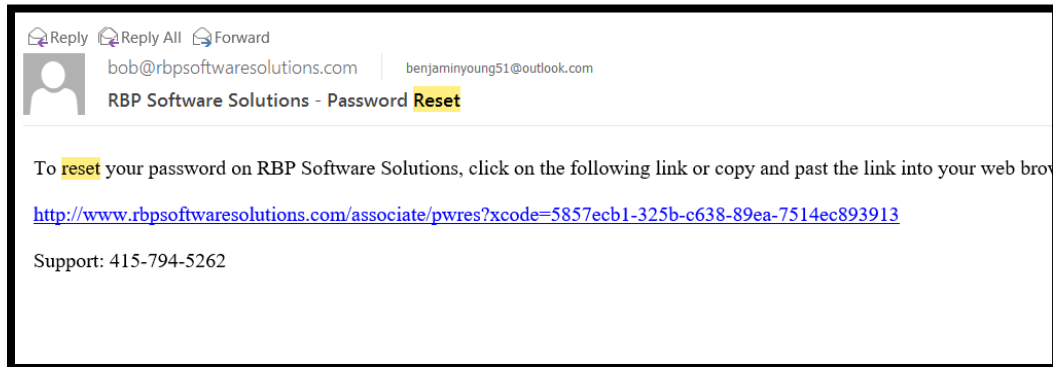
Name	Email	Properties	Phone	Position	Authority	Notifications	Credit
Dwayne Dore	dwaynedore@gmail.com	Shelton San Diego Hotel & Marina	(619) 522 - 1444	Associate	Administrator		100,000.00
Jana Tachide	jana@rbpsolutions.com	Shelton San Diego Hotel & Marina	415-794-5262	Associate	Administrator	Status Report Auto	100,000.00
Bob Murphy	bob@rbpsolutions.com	Shelton San Diego		Associate	Administrator		100,000.00

Scroll to the bottom of their profile and select Reset Password.

Click Reset. The Associate will receive an email with reset instructions.



The associate will receive an email to click the link and reset their password through that link.



## Connect with Us

If you need further assistance, please connect with us.

Bob Murphy  
CEO and General Manager  
619 929 5257  
bob@rbpssoftwaresolutions.com

Jana Tostrude  
VP Customer Service  
415 794 5262  
jana@rbpssoftwaresolutions.com

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### Bob Murphy

C.E.O. | General Manager  
t: (619) 929-5257 | e: [bob@rbpssoftwaresolutions.com](mailto:bob@rbpssoftwaresolutions.com)

**RBP Software Solutions** | [rbpssoftwaresolutions.com](http://rbpssoftwaresolutions.com)

1220 Rosecrans Ste 956 | San Diego, CA 92106

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