# How to use QCS Care Management System

Staff

How can I reset my staff member's password?

There are 2 options when it comes to resetting a user's password to login to the QCS System; you can either manually reset it for them or, send them a link so they can reset it themselves.

Manually change a password

The system will allow a Power User to change a user's password from within the system -

- Choose My Staff on the left-hand side of your system
- Click Dashboard
- Locate the staff member in question
- Click the 3 blue dots on the right-hand side of the information and choose 'Edit Staff Member'
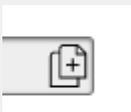- Choose the option to 'Change password':
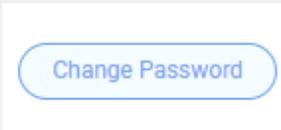
You will then see the following pop-up, asking you to either continue with this process, or cancel it:
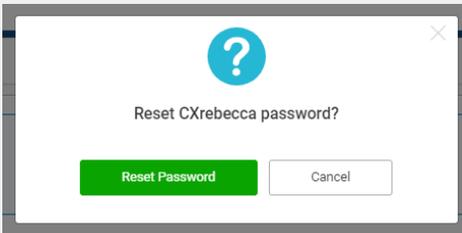
Next, a pop-up will appear confirming the temporary password the system has randomly generated for the user, and will outline what the next steps are:
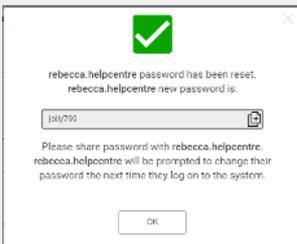
To copy this password, simply click the symbol on the right-hand side of the password field:


This can be pasted into an email, so the user can log back in to their QCS account. Once they have logged in with this password, the user will be asked to set a permanent password that is memorable to them.

If you cannot see the option to 'Change Password' on this screen, you will need to activate this function first. To do this, follow these steps:

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1. Click Settings in the top right-hand corner of the system
2. Choose Manage System Access
3. Hover over your name and you'll see a Manage Access button appear on the right-hand side
4. Tick the box labelled 'Change password on the system':
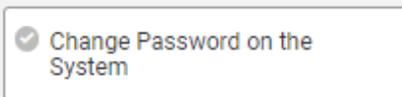

This box should then turn green:
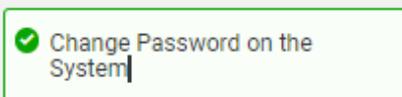
Send password reset email:

Follow the steps below to send a user a password reset link, to their registered email address -

- Choose My Staff on the left-hand side of your system
- Click Dashboard
- Locate the staff member in question
- Click the 3 blue dots on the right-hand side of the information and choose 'Edit Staff Member'
- Choose the option to 'Send Password Reset Email':
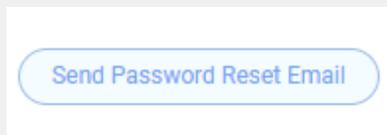
You will receive the following pop-up, giving you the option to cancel, or continue with this process:
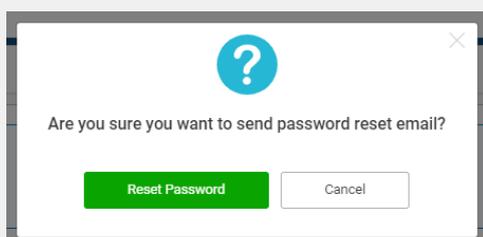
By clicking 'No', the user will not receive the password reset email. If you click 'Yes', you will be shown another pop-up that will outline the email address the password reset email has been sent to.