Unlock User & Password Change

How to unlock users on the cloud and reset passwords in WPAdmin.

1. Log into Thunder with your credentials, then click the CONFIGURATION button on the top left side of the screen.
2. Next, locate the Security tab then select USERS.
3. Choose the appropriate user from the list of names.
4. Select the EDIT drop down arrow next to the locke user.
5. Uncheck ACCOUNT LOCKED. Please note that "Require Password Change" may be checked, which will require you to log into WPAdmin to reset the password.

Resetting Password in WPAdmin

Note: Only Super Users can reset passwords in WPAdmin

1. Log into WPAdmin with your credentials
2. Go into the Inventory Control tab and select SECURITY.
3. Select USER SECURITY.
4. Select PASSWORD.
5. Type in the new password and select the SAVE checkmark in the menu bar at the top of the screen. Confirm the password before clicking "ok".