

# Process for Resetting a User's Password in WILMa

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## WCC Process for warwickshire.gov.uk Account Holders

If a WCC user is having issues logging in, ensure they are using single sign on as this should resolve any sign in problems.



## Process for Non warwickshire.gov.uk staff and Third Parties

If the above have either forgotten their password or they are having difficulty logging into WILMa, then as a Course Administrator, you can reset a User's password as per the process below:-

- Log into WILMa and go to the Home Page
- Go to 'Administration' block and 'Site Administration'
- Go to 'Users'
- Go to 'Accounts'
- Go to 'Browse List of Users'
- Complete the name of the user within the 'User full name' box for the users name
- Search results will be displayed

First name / Surname	Email address	City/town	Country	Last access	Edit
Ranjit Hayer	ranjithayer@warwickshire.gov.uk	Warwickshire	United Kingdom	38 days 21 hours	X  

- Click on the cog icon within the 'Edit' section 
- Enter a new password – 'Welcome123' (note this is case sensitive so ensure put a capital at the beginning)
- Ensure you tick the box which denotes 'Force password change'

**Force password  
change**



(This means that when the user first logs back in, they will be asked to change their password)

- Advise user that you reset the password and what you have reset it to
- Confirm with the user that the username as they are not on Payroll (e.g. a temporary worker/contractor) will usually be <first name><last name> but this can be checked at the top of the users' record and confirmed back to them.