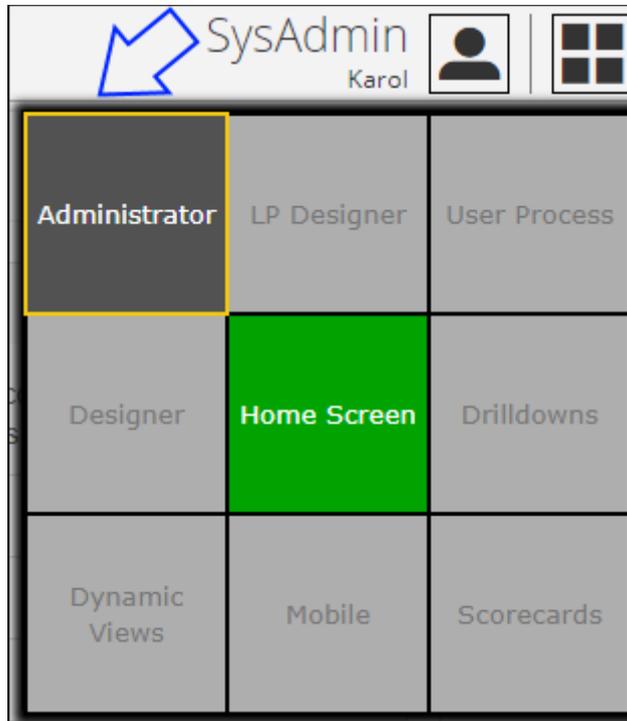
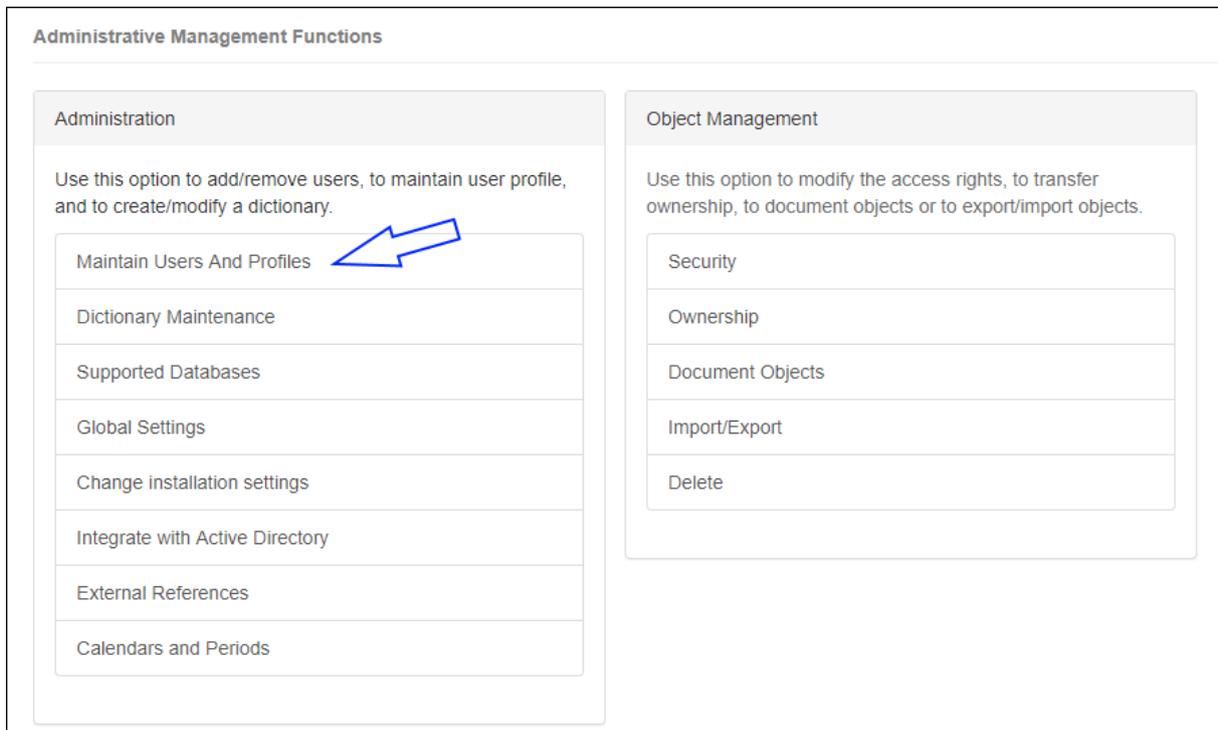


## Changing a forgotten password

1. Log into EBI using an administrative account.
2. Go to the “Administrator” panel.



3. Go to “Maintain Users And Profiles”.



4. Select the user.

Maintain Users and Profiles :: User List

Select User state

| User Name | Full Name            | Role           | Drilldown | Scorecard | Professional | User Type | User Group | Last Login         | Logged in |
|-----------|----------------------|----------------|-----------|-----------|--------------|-----------|------------|--------------------|-----------|
| Andy      | Andy                 | Admin/Designer | Designer  | Designer  | Designer     | Advanced  |            | 11/19/2018 9:34 AM |           |
| Karol     | Karol                | Admin/Designer | Designer  | Designer  | Designer     | Advanced  |            | 4/26/2019 2:22 PM  |           |
| Simon     | Simon (EBI)          | Admin/Designer | Designer  | Designer  | Designer     | Advanced  |            |                    |           |
| SysAdmin  | System Administrator | Admin          |           |           |              | Advanced  |            | 4/29/2019 3:40 PM  | yes       |

5. Click the "Change password" button.

Maintain Users and Profiles :: User Details

User Name

Full Name

6. Enter the new password twice and hit the "OK" button at the bottom of the screen.

Maintain Users and Profiles :: User Details

User Name

Full Name

Password

Confirm Password

--end of document