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ZNODE MULTIFRONT RESET PASSWORD USER GUIDE

September 2015

Site Admin Reset Password User Guide

The following changes have been made to Site Admin to account for reset password enhancements:

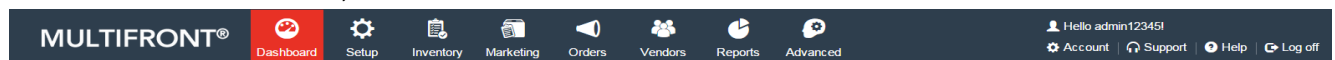
- Reset password button versus the system generated new password for a customer, vendor or store administrator
- Removing the Security Question and Answer field from the admin.

Reset button:

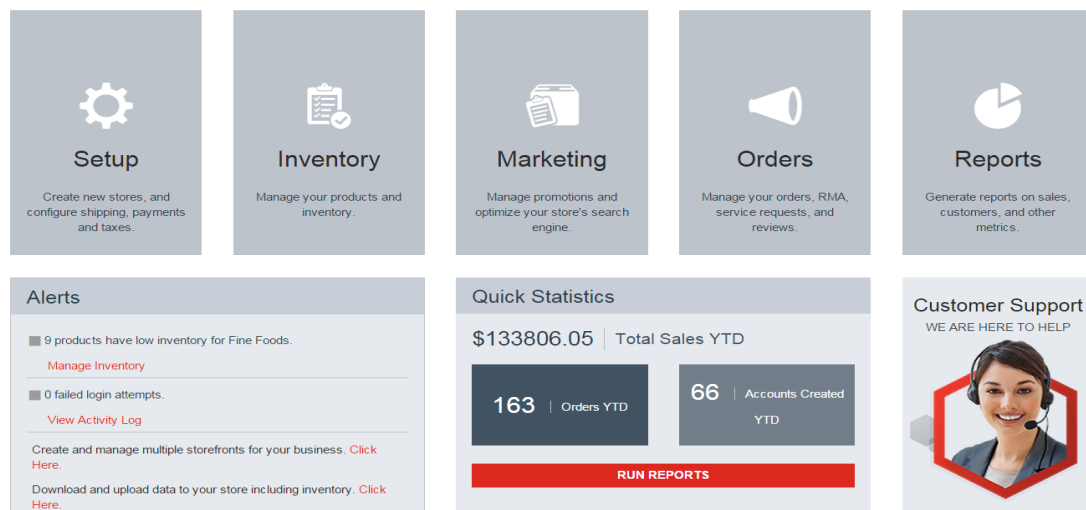
In previous versions of Multifront, the system will generate a new password and provide this password to the storefront user. In Multifront 8.1.0, a new submit button has been added to the customer, vendor account and store/franchise administrator pages. When this button is selected by the admin, an automated email with a temporary reset password token link will be sent to the email address on record. On Click of the link the user will redirect to the site prompting for resetting the password.

How to reset a password for a customer, vendor or store/franchise administrators:

1. Log into Multifront and select the following links:
 - For customers, select the Orders Link
 - For vendors and franchise administrators, select the Vendors link
 - For store administrators, select the Advanced link



Welcome admin12345



2. Select the **Manage** link for the account that needs their password reset as shown below:

Dashboard
 Setup
 Inventory
 Marketing
 Orders
 Vendors
 Reports
 Advanced

Hello admin12345!
 [Account](#)
[Support](#)
[Help](#)
[Log off](#)

Franchise Administrators

Manage administrator accounts for franchise stores.

[+ ADD](#)

Search

Account ID

First Name

Last Name

Company Name

Phone Number

Login Name

Account Number

Start Date

End Date

Email ID

Store Name

Profile

SEARCH

CLEAR

[Advanced Search](#) | [Clear](#)

| Account ID | Full Name | Phone Number | Email ID | Manage | Disable | Delete |
|------------|----------------|--------------|--------------------------|--------|---------|--------|
| 11633 | William Dsouza | 123456789 | william.dsouza@gmail.com | | | |

Show 10 Per Page

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Page

1

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3. Reset the user's password.

When the admin needs to reset a password, they can select the edit button for a customer, vendor, store, and or franchise administrator. The following example is of a site admin resetting a customer's password:

MULTIFRONT® Dashboard Setup Inventory Marketing **Orders** Vendors Reports Advanced Hello admin12345! Account Support Help Log off

Edit Customer Information **SUBMIT** **CANCEL**

Note: Upon successful creation of a Customer, a temporary password will be emailed to the new user.

General Information

External Id
Your external account number(ERP). Leave blank if not applicable.

Customer Based Pricing Enabled ☒ Enable Customer Based Pricing
If enabled, data in the new pricing table needs to be populated or anonymous pricing will be displayed.

Login Information

User ID *

Reset Password **SUBMIT**

Email Address *
☐ Send me periodic emails and special offers

Custom Information

Company Name

Website

Source

Custom1

Custom2

Custom3

Description

SUBMIT **CANCEL**

Once submitted, an email will be send to the william.dsouza@gmail.com

Once the admin confirms the prompt stating they will be sending a temporary password token to the web user, the email will be sent with a reset password token link. The web user will just simply follow the on screen instructions to reset their password.

Please Note: Following best practices, the web user can set their security question and answer after signing into the storefront (Security Q&A has been removed in site admin form version 8.0 onwards).