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ZNODEMULTIFRONT RESET PASSWORD USER GUIDE

April 2016

Site Admin Reset Password User Guide

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

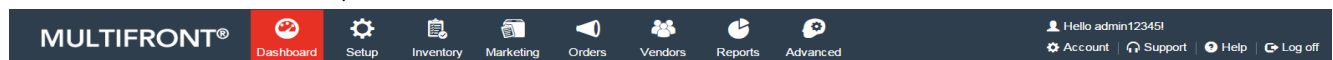
- Reset password button versus the system generated new password for a customer, vendor or store administrator
- Removing the Security Question and Answer field from the admin.

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

Setup
Create new stores, and configure shipping, payments and taxes.

Inventory
Manage your products and inventory.

Marketing
Manage promotions and optimize your store's search engine.

Orders
Manage your orders, RMA, service requests, and reviews.

Reports
Generate reports on sales, customers, and other metrics.

Alerts

- 9 products have low inventory for Fine Foods. [Manage Inventory](#)
- 0 failed login attempts. [View Activity Log](#)

Create and manage multiple storefronts for your business. [Click Here.](#)

Download and upload data to your store including inventory. [Click Here.](#)

Quick Statistics

\$133806.05 | Total Sales YTD

163 | Orders YTD

66 | Accounts Created YTD

[RUN REPORTS](#)

Customer Support
WE ARE HERE TO HELP

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

The screenshot shows the Multifront Vendors interface. At the top is a navigation bar with icons for Dashboard, Setup, Inventory, Marketing, Orders, Vendors (highlighted), Reports, and Advanced. The user is logged in as 'Hello admin12345!'. Below the navigation bar is the 'Franchise Administrators' section, which includes a '+ ADD' button and a search form. The search form has fields for Account ID, First Name, Last Name, Company Name, Phone Number, Login Name, Account Number, Start Date, End Date, Email ID, Store Name, and Profile. There are 'SEARCH' and 'CLEAR' buttons. Below the search form is a table of administrators. The table has columns for Account ID, Full Name, Phone Number, Email ID, Manage, Disable, and Delete. One administrator is listed: Account ID 11633, Full Name William Dsouza, Phone Number 123456789, Email ID william.dsouza@gmail.com. The Manage column for this entry contains a gear icon. Below the table is a 'Show 10 Per Page' dropdown and a pagination control showing 'Page 1 / 1'. At the bottom right of the table area is a 'DOWNLOAD TO EXCEL' button.

Franchise Administrators + ADD

Manage administrator accounts for franchise stores.

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 Per Page Page 1 / 1

DOWNLOAD TO EXCEL

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	Custom Information
External Id <input type="text" value="100001"/> <small>Your external account number(ERP). Leave blank if not applicable.</small>	Company Name <input type="text"/>
Customer Based Pricing Enabled <input checked="" type="checkbox"/> Enable Customer Based Pricing <small>If enabled, data in the new pricing table needs to be populated or anonymous pricing will be displayed.</small>	Website <input type="text"/>
	Source <input type="text"/>
	Custom1 <input type="text"/>
	Custom2 <input type="text"/>
	Custom3 <input type="text"/>
	Description <input type="text"/>

Login Information

User ID *

Reset Password **SUBMIT**

Email Address *

Send me periodic emails and special offers

SUBMIT **CANCEL**

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).