



How To Restore / Unlock A User In Informatica

Within V4 there are new security settings to meet GPsOC requirements. Before restoring the users please check your security settings as users may be locked again in future.

To access the security settings log into Informatica:-

- Click on **Settings** (left hand side)
- Click on **System Settings** (right hand side)
- Click on the **Security** tab
- Please check the ticked settings and untick those which are not required (lock users after X failed attempts may have originally locked the user etc)
- Click on **OK**

You can now restore the users by:-

- Click on **Settings** (left hand side)
- Click on **Practice Details** (right hand side)
- Click on the **Users** tab
- Click on the locked user
- Click on **Restore**

Note: If the user has a password set which they've forgotten and their email address is set in Practice Details | users, they can clicking on "Request Password Reset" on the login screen. This will email a link to the user for them to reset their password.

If the user has forgot their password and doesn't have an email address / email address not set in Practice Details | Users, they will need resetting by an admin user.

Resetting a users password

- Log into Informatica
- Click on **Settings** (left hand side)
- Click on **Practice Details** (right hand side)
- Click on the **Users** tab
- Double click on the user to reset
- Click on the **Login** tab
- Click **Override Password**
- Type in a password (8 characters E.G Password1) and confirm
- Click on **OK**
- Ask the user to login with the password you've set above. They will be prompted to change this password.