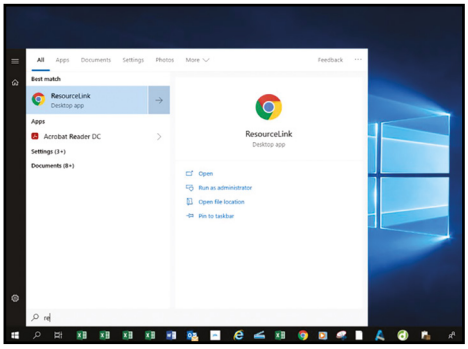
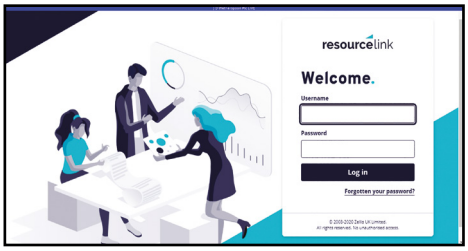
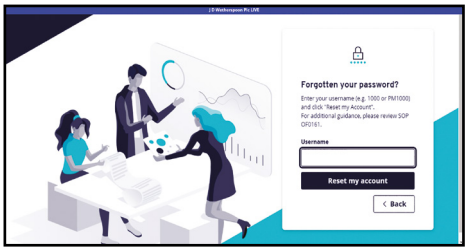
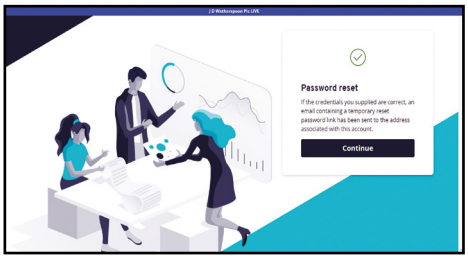
ResourceLink - Password reset procedure

Completed by	• Duty managers requiring a password reset • Pub managers requiring a password reset
Frequency	• As required
Reference	N/A

Step 1		• To reset the pub manager ResourceLink password, the pub manager must have access to the pub manager email account.
Step 2		• Launch ResourceLink from the pub pc desktop via the link in the Start Menu. • If the ResourceLink password is not known and has not been stored, follow the reset password process detailed below.
Step 3		• Click on 'Forgotten your password?'
Step 4		• Enter the 'username'. The duty manager username is the 4-digit pub number. The pub manager username is 'PMXXXX', where XXXX is the 4-digit pub number. • Click on 'Reset my account'.
Step 5		• The Password Reset confirmation message will be displayed. • Click on 'Continue'.

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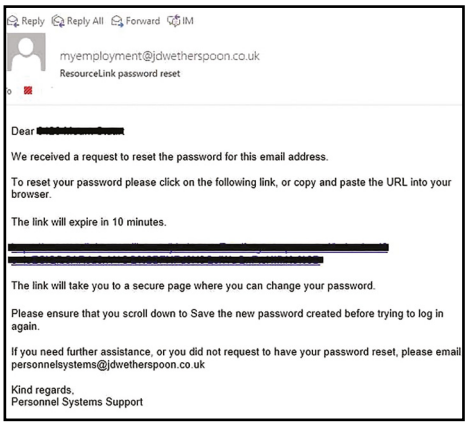
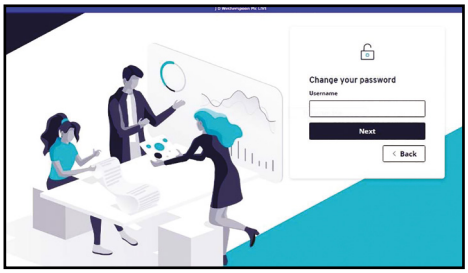
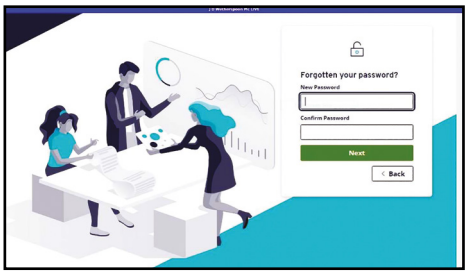
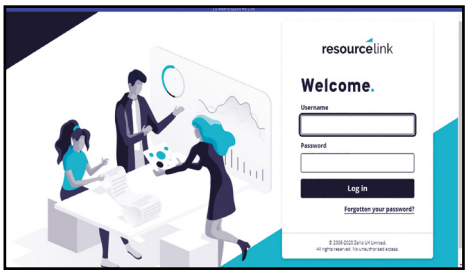
Step 6		• Check in the pub's email inbox for a 'ResourceLink password reset' email. Pub manager resets will be sent to the pub manager email account. For assistance in accessing this inbox, email IT Helpdesk Requests. • Copy and paste the password reset link from the email into the Google Chrome browser. • If a 'ResourceLink password reset' email isn't received straight away, send an email to Personnel Systems Support for assistance as the account may be locked.
Step 7		• When the 'Change your password' screen appears, enter the 'Username'. • Click on 'Next'.
Step 8		• Enter a new password which must be a minimum of twelve characters long. Include a mix of upper case and lower case letters, numbers and at least one special character. • Confirm the new password. • Click on 'Next'.
Step 9		• Enter the username and the new password on the Log In page. • Click 'Log in' to log into the account. • Ensure the management team in the pub are aware if the duty manager login details have been changed.
Step 10		• If there are problems resetting the password, email Personnel Systems Support for assistance.

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