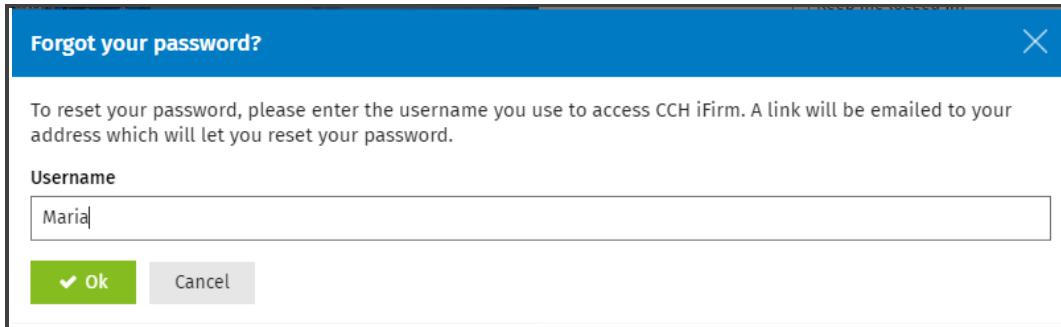## *Resetting User Passwords*

If a user forgets his or her password, there are two methods of you can use to reset the password. The first method can be used for either the Admin user, or a general user password.
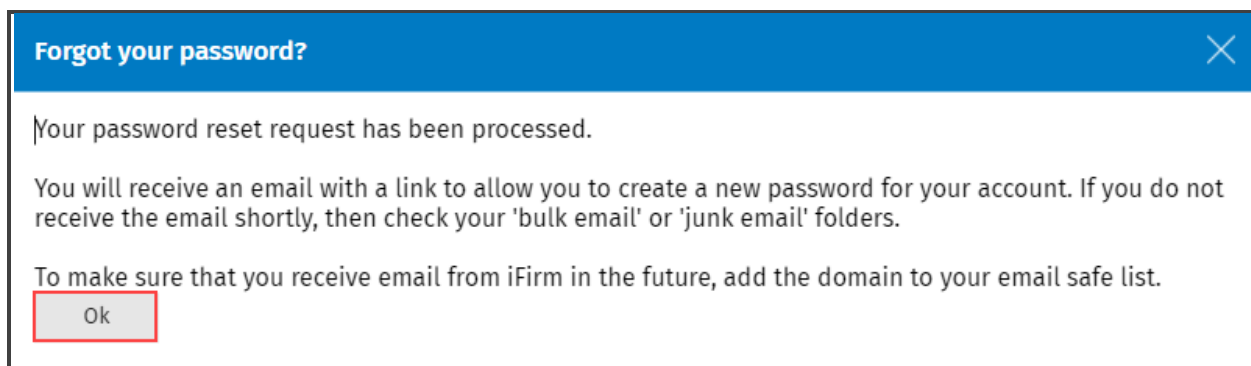
To reset a password from the Login screen:

1. Navigate to your CCH iFirm website.

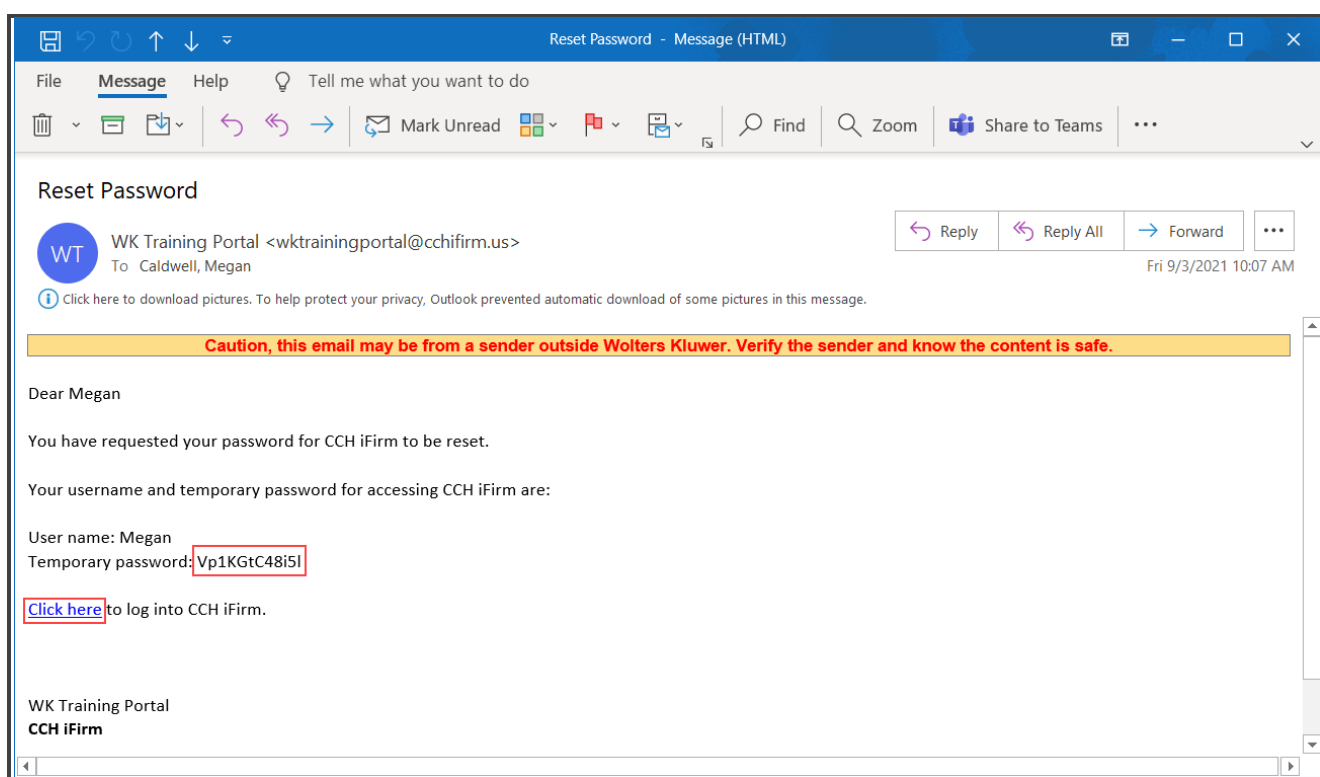2. From the Login screen, click the **Forgot your password?** link.

3. CCH iFirm displays the Forgot your password dialog box. Type the user's name you need to reset, and then click **OK**.

4. CCH iFirm confirms the password reset request was processed. The user will receive an email containing a temporary password. Click **OK** again.
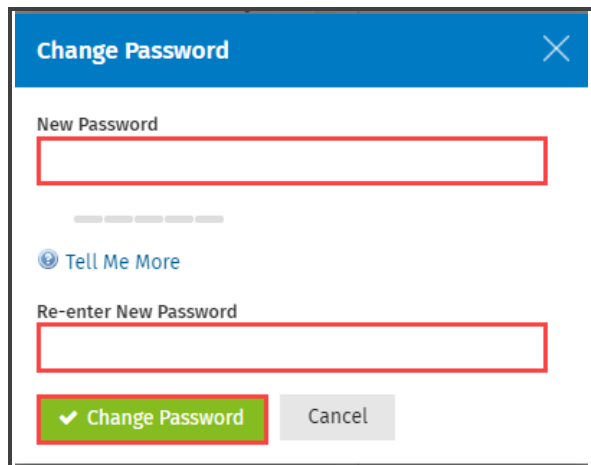
5. Open the email. Locate and copy the temporary password. Click the link to access the Login screen.

6. On the Login screen, enter the username and the temporary password. Click **Login**.

7. CCH iFirm displays a Change Password dialog box. Passwords should meet at least three of these requirements:

- Has at least eight characters

- Has at least one numeral (0-9)

- Has at least one capital letter (A – Z)

- Has at least one lower case letter (a - z)

- Has at least one symbol (!@#$%^&*-_=+|;:/>`~)

ℹ️ You will be prompted to change your password every 90 days.

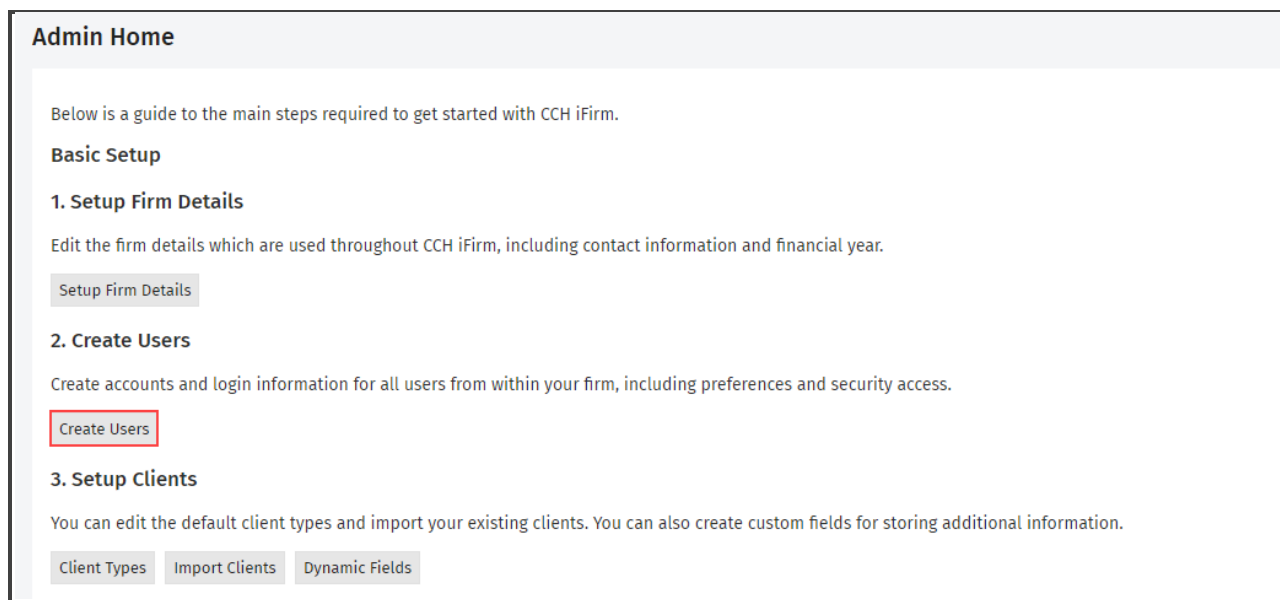**8.** Enter and re-key your new password, and then click **Change Password**.

9. You can now use the new password to log into CCH iFirm.

Admin User Resets User Password

If you are the Admin user, you can reset other users' passwords.

To do this:

1. Login as the Admin user. From the Admin Home screen, click **Create Users**.

2. From the User Manager screen, select the user whose password you want to reset.

3. On the Edit User page, click **Reset Password**.

4. CCH iFirm displays the User password reset dialog box letting you know that the user password has been reset. Click **OK**.

5. CCH iFirm sends an email containing a temporary password to the email address on file for this user. The user can follow the same steps as previously discussed to login with the temporary password and create a new one.

Reset Password 〉 Inbox ×

WK iFirm Training <wktraining@cchifirm.us>
to me ▾

Dear General

Your password has been reset for CCH iFirm.

Your username and temporary password for accessing CCH iFirm are:

User name: UserMaria
Temporary password:

Click here to log into CCH iFirm.

Please note that when you log into CCH iFirm you will be required to create a new password.

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CCH iFirm