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Reset the 'groupcall' SIMS user password

Version

	Date	Author	Notes
1	2012-02-08	Becky Thornton	Created guide to cover the process of resetting a SIMS user password.

Talk me through it...

1. Log in to SIMS.net as a user with enough permissions to create and manage users.
2. Perform a search for a username 'groupcall'.
 - If you cannot find such a user, ensure you have included all users and not just e.g. staff in your search.
 - If you still cannot find this user, please refer to the guide available on our help pages that will show you how to create a user. [Groupcall Xporter - Recommended MIS Security Settings](#). You will not need to follow the subsequent steps shown below.

3. Open the user record by clicking in the relevant item in the search results.

The screenshot shows the 'Find User' window with the following details:

- Buttons: New, Search, Open, Delete, Print, Browse, Next, Previous
- Fields: Surname, Forename, Username (groupcall), Group (a), Active (Yes), Role (<Any>)
- Table:

Name	Username	Password	Active	SIMS Role(s)	Group(s)
Groupcall, Groupcall	Groupcall		Yes	User	Administration Assistant, Ad

4. Scroll to the section entitled 'Login Details'.

5. Press the 'reset' button next to 'password'.

The screenshot shows the '2 Login Details' section with the following details:

- Username: groupcall
- Password: UNEABWEQLO
- Buttons: Reset

6. Copy the temporary password created (random string of letters and numbers) either to write it down or copy it to the clipboard on the computer (right click & copy). Be aware this is case-sensitive.

7. Whilst you are in the record verify the user is assigned membership of the following SIMS groups:

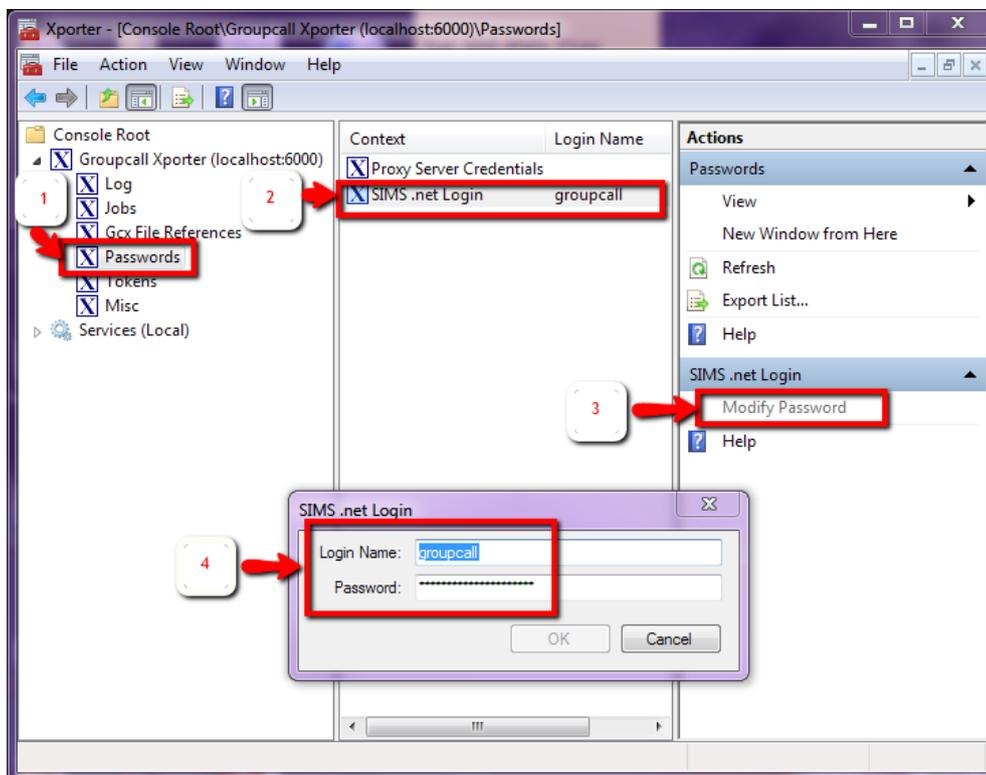
- Personnel Officer
- School Administrator
- Senior Management Team
- Third Party Reporting

Please see [Groupcall Xporter - Recommended MIS Security Settings](#) for further help, explanation and alternatives to this if you run into any issues.

8. Save the user.
9. Close & Log out of SIMS.
10. Open and log back into SIMS as the new "groupcall" user, not as your normal user. Enter or paste the temporary password from step 6. Tick the "Change Password" box and specify a new password. Make a note of this password as you will need it later. Once the new password is accepted and you are logged into SIMS, you can close SIMS.

11. You will now need to tell Xporter the new password;

- If you are repairing Xporter and are following an installer, you can specify the new password during this process. The guide entitled '[Repairing Xporter](#)' on our firstline support pages will help you with this.
- If you are amending an existing installation without the use of an installer, you can change the password in the Xporter management console as shown below;
 - From the Xporter management Console;
 1. Select 'Passwords' on the left
 2. Choose the MIS login option (SIMS.net shown in fig. 2)
 3. Choose Modify Password on the right
 4. Specify the changes you have made (i.e. new password) in the pop up window.



Getting Help

In the unlikely event that you run into a problem with your installation then please contact the partner that provided Groupcall Xporter to you for support. They are best qualified to carry out first line support because they know you, the end customer, and because they know the system that your data is being sent to.

If your Xporter problem needs Groupcall's input then your supplier will elevate the case to Groupcall on your behalf. In this instance Groupcall might contact you directly to investigate the problem you're having and to try and resolve it for you.