



Graham Group Helpdesk User Guide:

Password Recovery

The following is a how-to guide on password recovery for the Graham Group helpdesk system. **NOTE:** *This guide will only explain the password recovery process.* Please refer to the User Guide tab if you are looking for more information on other guides.

Product

Graham helpdesk
Graham Group
Enterprise Ed

Difficulty

Easy

Focus

Graham Group Helpdesk:
Password Recovery

Author

Dan Duong
May 2013

NOTE:

Some screenshots might not be exactly
to what you see on your screen

PREREQUISITES

Before using this guide, please
make sure you have the necessary
permission from your IT
administrators for login into
the Graham helpdesk system

Table of Contents

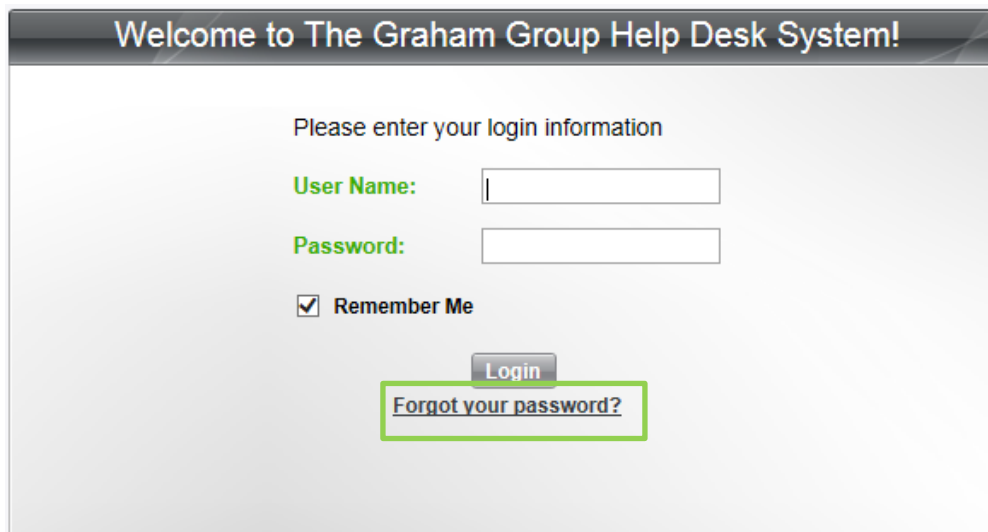
PASSWORD RECOVERY	3
Login Screen	3
Forgot Password Screen.....	4
Change Your Settings	5

Graham Group Helpdesk: Password Recovery Guide

If you cannot access your helpdesk account or receive this error during the login phase, this guide will help you recover your password.

**Incorrect login information.
Letters must be typed in the correct case.
Please make sure the Caps Lock key is disabled.**

You must be at the login screen of the Graham Group helpdesk system to initiate password recovery.



Welcome to The Graham Group Help Desk System!

Please enter your login information

User Name:

Password:

Remember Me

Login

[Forgot your password?](#)

Login Screen

At the login screen, press the “**Forgot your password?**” link below the Login button.

The Graham Group Help Desk

Forgot your password?
Please fill out the fields below.
A new password will be sent to your email.

User Name:

Email:

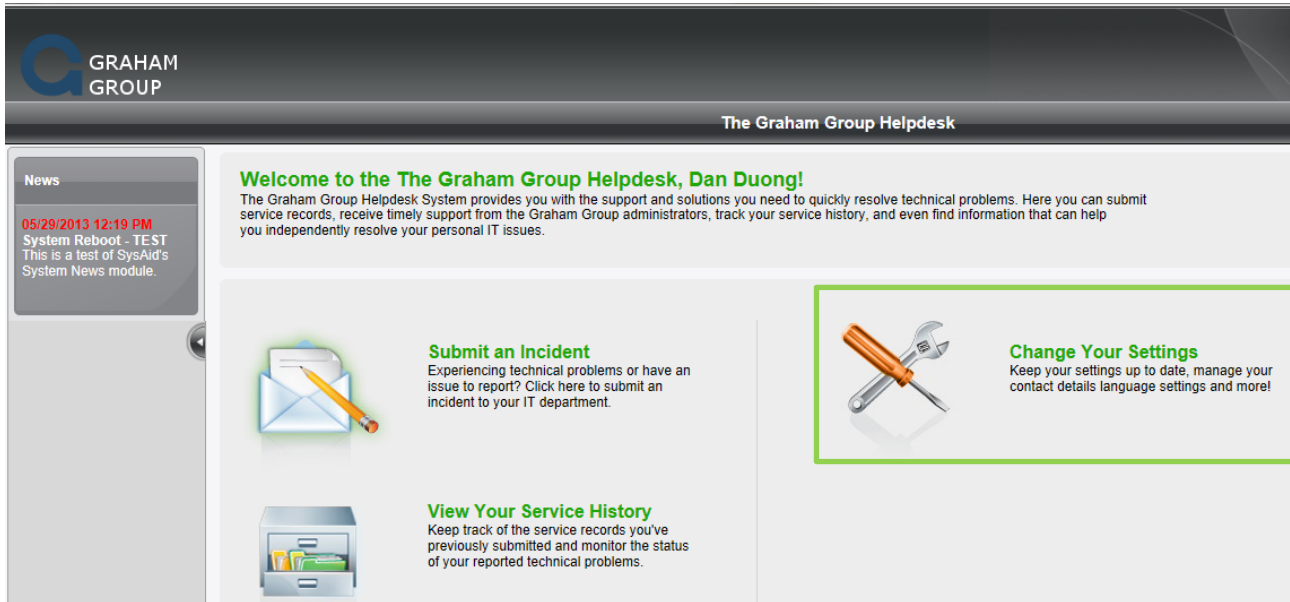
Forgot Password Screen

You should see a screen similar to the one above. Enter your user name and email address to have a randomly-generated password emailed to you.

Please check your Outlook mailbox for an email from Graham IT Support.

From:	Graham IT Support <none@mail.com>
To:	Duong, Dan
Cc:	
Subject:	Your new Graham Group Help-Desk password

Open the email and log into your helpdesk account with your new password.



Graham Helpdesk Main Menu

Once you are inside the helpdesk main menu, go to **Change Your Settings**.

My Settings

Enter your desired password into the **Password** field and then confirm your password in the field next to it.

Press the Submit button after you are done, you will use this new password the next time you log in.

*This is the end of the Password Recovery guide. For more information on other guides, please visit www.grahamhelp.com and click on the **User Guide** tab.*