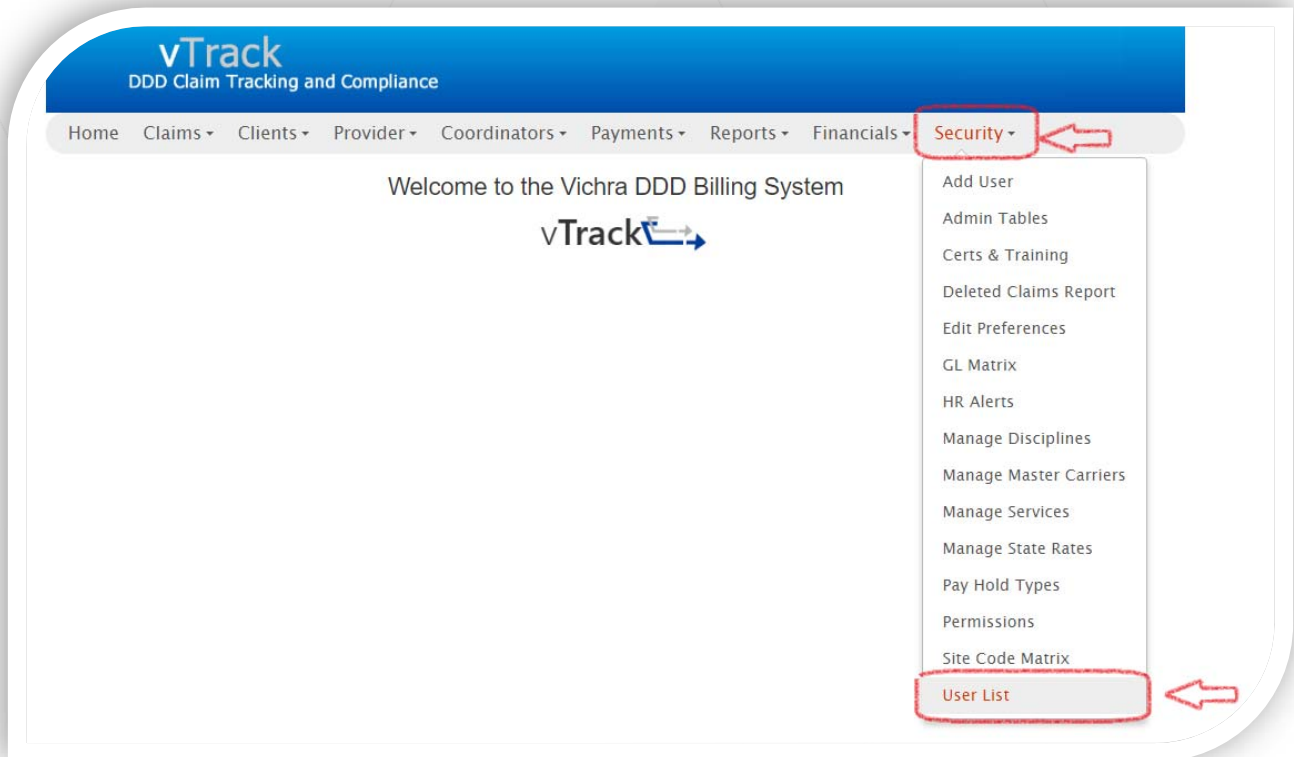


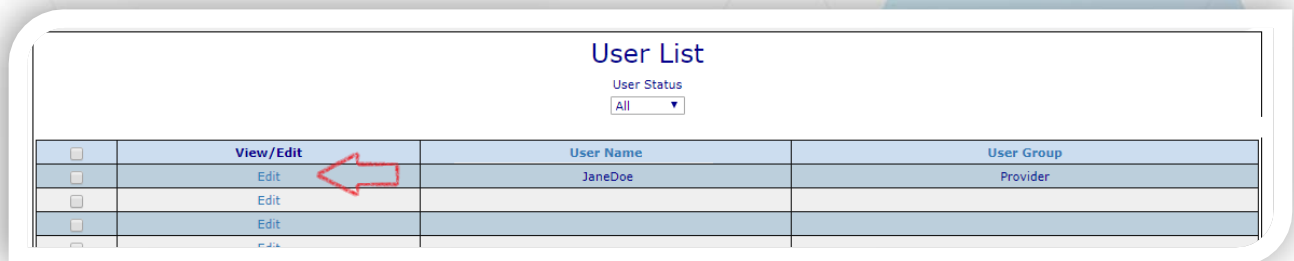
How to Reset vTrack Passwords

1. Navigate to the security drop-down menu-> Click User List
 - You must have Admin access or be an approved user



The screenshot shows the vTrack application interface. At the top, there is a navigation bar with the following items: Home, Claims, Clients, Provider, Coordinators, Payments, Reports, Financials, and Security. The Security menu is open, showing a list of options: Add User, Admin Tables, Certs & Training, Deleted Claims Report, Edit Preferences, GL Matrix, HR Alerts, Manage Disciplines, Manage Master Carriers, Manage Services, Manage State Rates, Pay Hold Types, Permissions, Site Code Matrix, and User List. The User List option is highlighted with a red box and a red arrow pointing to it. Another red box and arrow point to the Security menu item in the navigation bar.

2. To select the user, Click-> Edit next to the username



The screenshot shows the User List table in the vTrack application. The table has three columns: View/Edit, User Name, and User Group. The first row shows a user named JaneDoe with the User Group Provider. The Edit link in the View/Edit column for JaneDoe is highlighted with a red arrow.

User List		
User Status All		
View/Edit	User Name	User Group
Edit	JaneDoe	Provider
Edit		
Edit		



3. Enter new password-> Verify Password-> Passwords must match

Edit User

User Name

Email

Password

Verify Password

4. Scroll to the bottom-> Click Update User

Update User

5. Success! The user has been updated

User List

User Status
Active ▾

User updated! ←

<input type="checkbox"/>	View/Edit	User Name	User Group
<input type="checkbox"/>	Edit		
<input type="checkbox"/>	Edit	JaneDoe	Provider
<input type="checkbox"/>	Edit		

For additional support, please contact us at vtrack@vichra.com

