

RESET A USER IN IBPS

On occasion IBPS may time you out of a function, your local LAN may malfunction, the Agency servers may burp or a user may X out of IBPS instead of LOGGING OUT, causing your account to lock up.

- When you attempt to log into IBPS, the system will generate a message:

**"This user is already logged into the system.
Contact your administrator to log them out"**

- Users should contact the base IBPS Manager, MAJCOM IBPS MANAGER, AFNAFPO HELP DESK (In Turn)

- IBPS Managers should contact another IBPS Manager at your base (assign a backup), MAJCOM IBPS Manager, or the AFNAFPO HELP DESK (**In Turn**)

Steps to Reset a Session: For IBPS MANAGERS ONLY

- From your tool bar select
 - Manage
 - Users
 - Type in a First and or Last Name
 - Search
 - Click the user name link to access the member's profile
 - From the User Information Tab (screen), select RESET SESSION
 - Wait for the prompt - USER HAS BEEN RESET
 - Select OK

Session is successfully RESET, user can log in.

It is not necessary to change the password to reset a members account!

If the user is still unable to log in, try the following:

- Disable the User and Save
- Activate the User and Save
- Have the user try to login

Check the members AUTOCOMPLETE setting
(Turning off the autocomplete feature)

When a user receives the message: **Invalid Log In**, it is likely one of three things or a combination of these.

1. Wrong user ID
2. Wrong Password
3. Auto complete is turned on