

# C-SERIES

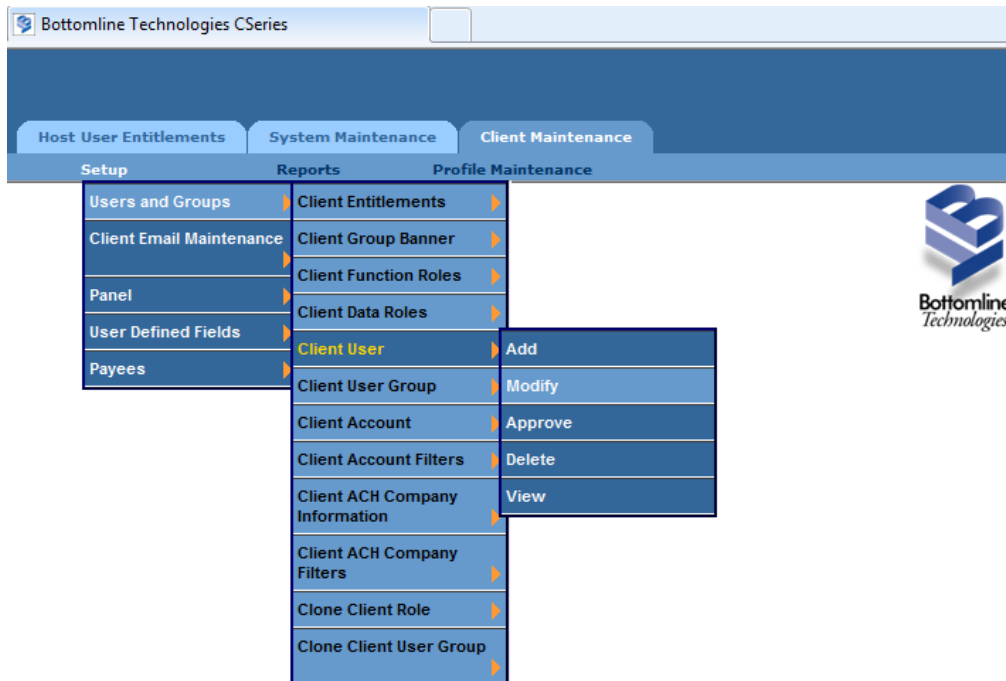
## CLIENT PASSWORD RESET

---

In order to reset a Client password you will need to know 2 Administrator login details. For example; (ADMIN1, ADMIN2).

Log into C-Series-Admin as one of the admin accounts: ADMIN1

- Click on Client Maintenance
- Click on Setup
- Users & Groups
- Client User
- Modify

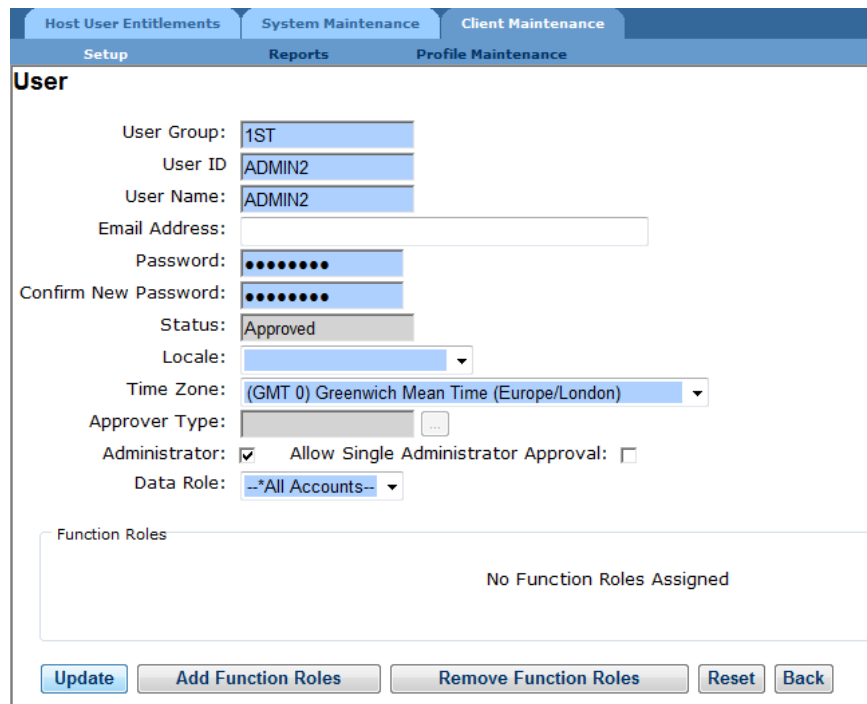


The screenshot shows the 'Bottomline Technologies CSeries' web application interface. The navigation menu is expanded to show the following structure:

- Host User Entitlements
- System Maintenance
- Client Maintenance
  - Setup
    - Users and Groups
    - Client Email Maintenance
    - Panel
    - User Defined Fields
    - Payees
  - Reports
  - Profile Maintenance
    - Client Entitlements
    - Client Group Banner
    - Client Function Roles
    - Client Data Roles
    - Client User**
      - Add
      - Modify**
      - Approve
      - Delete
      - View
    - Client User Group
    - Client Account
    - Client Account Filters
    - Client ACH Company Information
    - Client ACH Company Filters
    - Clone Client Role
    - Clone Client User Group

Select the user requiring the password reset form the menu.

- Key in a new Password
- Confirm new Password
- Click on Update



The screenshot displays the 'User' profile management interface. The top navigation bar includes 'Host User Entitlements', 'System Maintenance', and 'Client Maintenance'. Below this, there are sub-tabs for 'Setup', 'Reports', and 'Profile Maintenance'. The 'User' profile is shown with the following details:

- User Group: 1ST
- User ID: ADMIN2
- User Name: ADMIN2
- Email Address: (empty field)
- Password: (masked with dots)
- Confirm New Password: (masked with dots)
- Status: Approved
- Locale: (dropdown menu)
- Time Zone: (GMT 0) Greenwich Mean Time (Europe/London)
- Approver Type: (dropdown menu)
- Administrator:  Allow Single Administrator Approval:
- Data Role: --\*All Accounts--

The 'Function Roles' section is empty, displaying 'No Function Roles Assigned'. At the bottom, there are buttons for 'Update', 'Add Function Roles', 'Remove Function Roles', 'Reset', and 'Back'.

At this stage you might get a warning stating that the changes have to be approved by another administrator, to do this you would log off and log back into the Admin console using another account: ADMIN2



Bottomline Technologies CSeries

Host User Entitlements System Maintenance Client Maintenance

Setup Reports Profile Maintenance

Page 1 of 1 Rows Per Page Default Approve

<input type="checkbox"/>	User Group	User ID	User Name	Status	Administrator
<input checked="" type="checkbox"/>	1ST	ADMIN2	ADMIN2	EN	Y

Records 1 to 1 of 1

- Click on Client Maintenance
- Click on Setup
- Users & Groups
- Client User
- Approve
- Tick the box in column 1
- Click on Approve

Once this has been done you should be able to log off and log into the C-Series-Client as the user who was locked out.

If any issues are seen when performing procedures described in this document, or to discuss other technical issues with your software, please feel free to contact Bottomline Technologies Technical Support Department on 0870 081 8250 (2) or email [emea-support@bottomline.com](mailto:emea-support@bottomline.com)