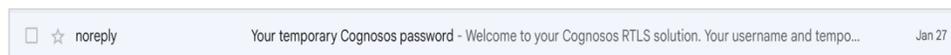
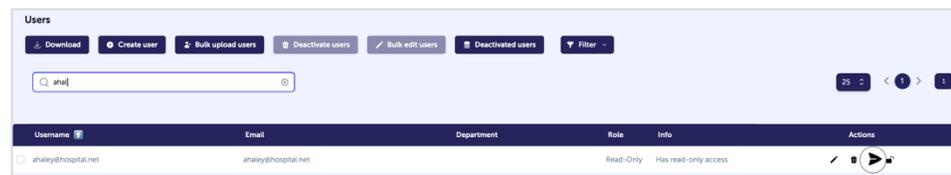
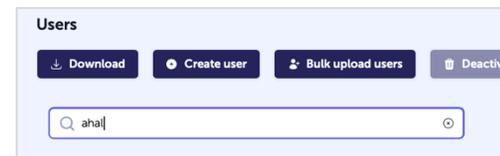


How to resend login invitation email to a NEW user:

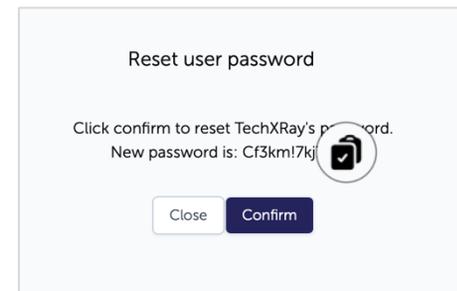
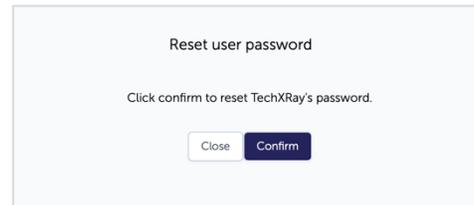
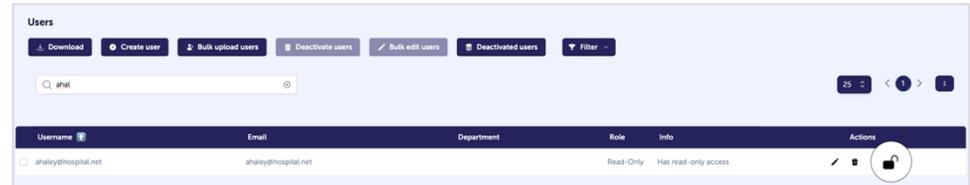
- 1 Select Users from System Management (bell icon). Locate user on list (use Search if needed). You must have Administrator user role.
- 2 Click the arrow icon under the Actions column for the user. If no arrow icon is shown, the user should use forgot password on the login page to reset their password.
- 3 User should check their email for the Cognoscos Support verification email and use the temporary password to set up permanent login credentials. Invitation is good for 7 days. Have user check spam if not in Inbox.



Need Assistance? Check out the Healthcare section of the Knowledge Base or contact us at support@cognoscos.com.

How to reset a user's password:

- 1** Select Users from System Management (bell icon). Locate user on list (use Search if needed). Click Reset password (lock) icon.
You must have Administrator user role.
- 2** Click Confirm in the pop-up window. The portal generates and displays a temporary password.
- 3** Click the Copy icon then Confirm. Paste the temporary password in an email or text and send it to user. The user should utilize the temporary password to re-establish login credentials.



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