

OLAS Quick Guide To Resetting Password Answers

OLAS Helpdesk
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INTRODUCTION

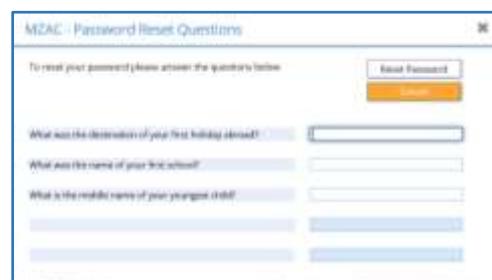
The OLAS password Self Service Security function enables OLAS users to reset their own password without contacting the OLAS Helpdesk. This guide explains how to use the Self Service Security function and reset password question answers.

USING THE PASSWORD SELF SERVICE SECURITY FUNCTION

Log onto OLAS as normal and enter your User ID. Click the **Reset Answer** button.

The **MZAC Password Reset Questions Window** will be displayed and you will need to answer all **3** questions accurately.

- The selection of questions comes from the Password answers that you set up either as a result of an upgrade, or when you logged onto OLAS for the first time.
- If you are unable to remember your answers you will need to contact the OLAS Helpdesk and ask for your password to be reset.
- Once logged into OLAS password answers can be reset see below for more details.



Click the **Reset Password** button and you will automatically receive an email from e5advanced@caerphilly.gov.uk. The title of the email will be Password Reset Notification.

E5FS – e5. 5.2 SQL Server

00004780 (00004780)	Date: 17-JUN-2022 10:40:54
Password Reset Notification	Web Id: 000548330
This email is notification that your e5 password has been reset to S4EFPR2C This emanates from the Advanced 5.5 System	

The email will contain an orange table, which displays the date and time the password was reset, confirm that your e5 password has been reset to and identify the sender of the message.

- The password generated is a selection of 8 characters containing letters and numbers
- Enter your user ID as normal in the USER field
- Copy and paste the reset password into the password field.
- Press OK and you will be prompted to enter your own password.

RESETTING ANSWERS

To view or reset your password answers

Log onto OLAS as normal.

- Click the **Password Reset Answers** button located at the bottom of the home screen
- The **MAED Password Reset Edit** window will appear and the list of password questions and your answers will be displayed
- Either over type the existing answers or remove and re type.
- When satisfied with your answers click **UPDATE** to save or **CANCEL**

For further information or assistance please contact OLAS Helpdesk
☎ 01443 863103 or ✉ olashelpdesk@caerphilly.gov.uk

