

Setting up password recovery

The password-recovery capability enables you to reset your ClearDesign password if you forget it. This capability is enabled by default for users assigned an administrator role. This capability is also available if your administrator has enabled it for the role associated with your username.

To set up password recovery:

1. Locate and click your username in the top right corner of the ClearDesign window.
2. When the drop-down menu appears, select **Generate Password Recovery File** (Figure 2-6).

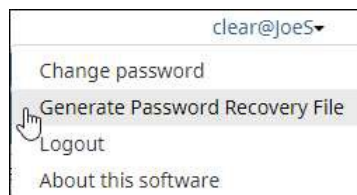


Figure 2-6. Generate Password Recovery-menu selection

3. When ClearDesign displays a prompt asking if you want to download the password recovery file, click **OK** (Figure 2-7).



Figure 2-7. Generate Password Recovery-confirmation prompt

ClearDesign places the password recovery in your default Downloads folder and displays a confirmation prompt (Figure 2-8).

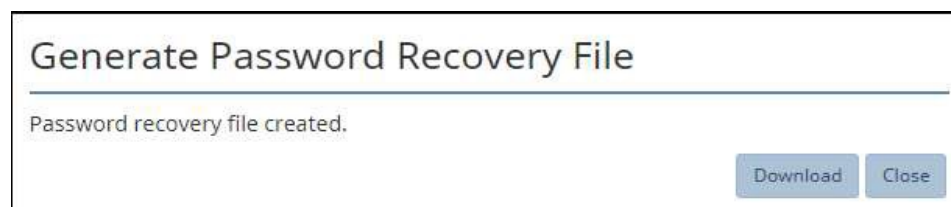


Figure 2-8. Password recovery file created-confirmation prompt

4. Click **Close** to dismiss the download-confirmation prompt.

5. Clear Ballot recommends that you move the password recovery file from your Downloads folder to a secure storage location, such as a USBdrive.

If necessary, enable the password recovery permissions for existing administrators by following these steps:

1. Log in to ClearDesign as an administrator.
2. Click the drop-down list (Figure 1-4) that appears at the top of the screen on the right next to your administrator name.



Figure 1-4. Drop-down list that appears next to your user name

3. Click **Generate Password Recovery File**.

ClearDesign places the password recovery file in your designated Downloads folder.

4. Store the password recovery file in the location that you will remember.

To use the password recovery feature:

1. Assume that you mistype your administrator password when you try to login.

ClearDesign displays the Authentication Failed screen (Figure 1-5).

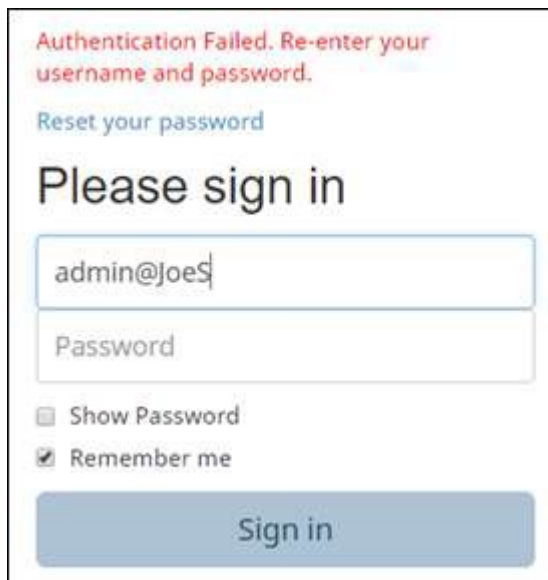


Figure 1-5. Authentication Failed screen

Click the link **Reset your password**. ClearDesign displays the password recovery screen (Figure 1-6).



User: admin@JoeS Save Reset Cancel

Reset your password by supplying your password recovery file below.

Password Recovery File Choose File No file chosen

New Password

Confirm Password

Show Password ☐

Figure 1-6. Password Recovery screen

2. On the Password Recovery screen, do the following:
 - a. Click **Choose File** to navigate to the location where you saved the password recovery file.
 - b. Type a new password in the **New Password** and **Confirm Password** fields.
If desired, select **Show Password** so that the password becomes visible as you type it. If you make a mistake, use the **Reset** button to clear the screen and start over.
 - c. Click **Save**.
ClearDesign returns to the Login screen.