Password reset

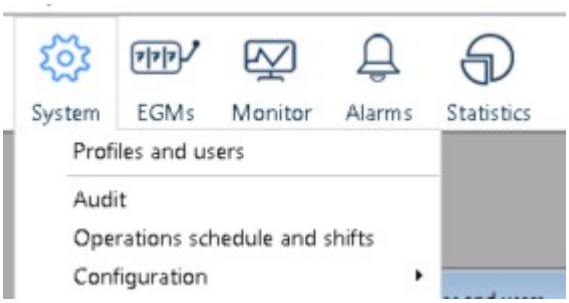
Angel Ruiz - 2026-02-02 - Comments (0) - General

Password resets must be performed only by Wigos users with administrative permissions. If you do not have these permissions, you must request them from your administrator before you can perform the password change.

Please find below the steps to reset a user's password:

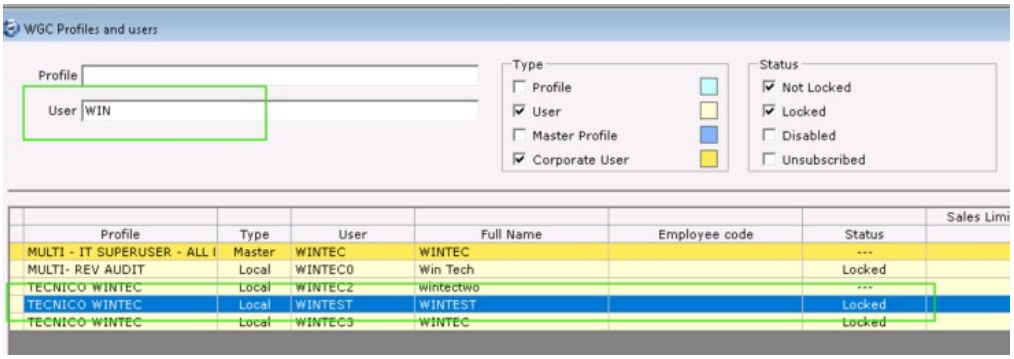
1. Open **WIGOS**

2. Go to **System | Profiles and Users**



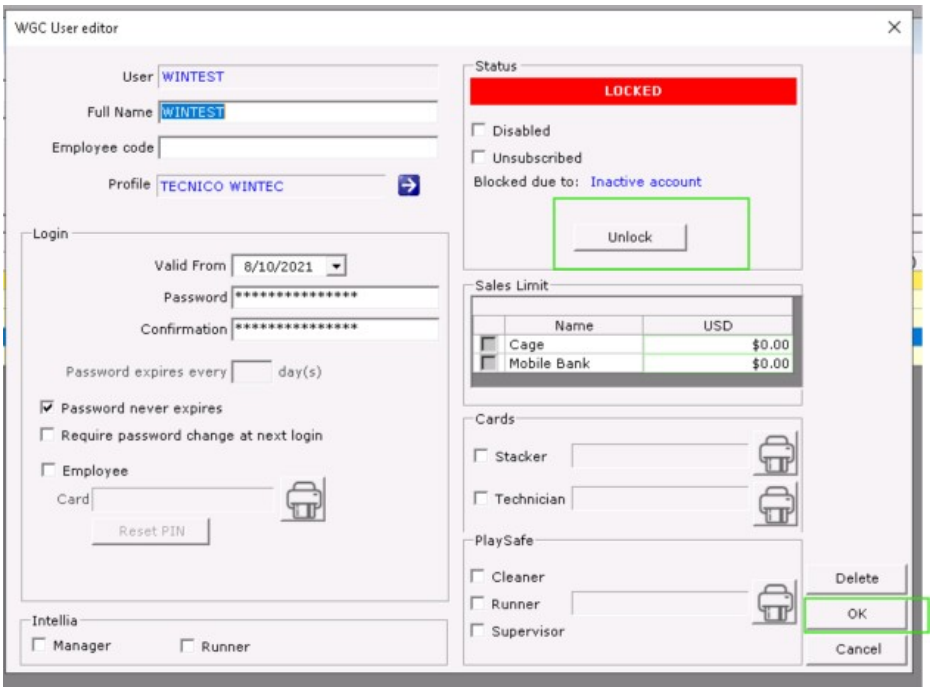
3. Enter the username (or part of it) and press **Enter**

4. Double-click the user you wish to unlock

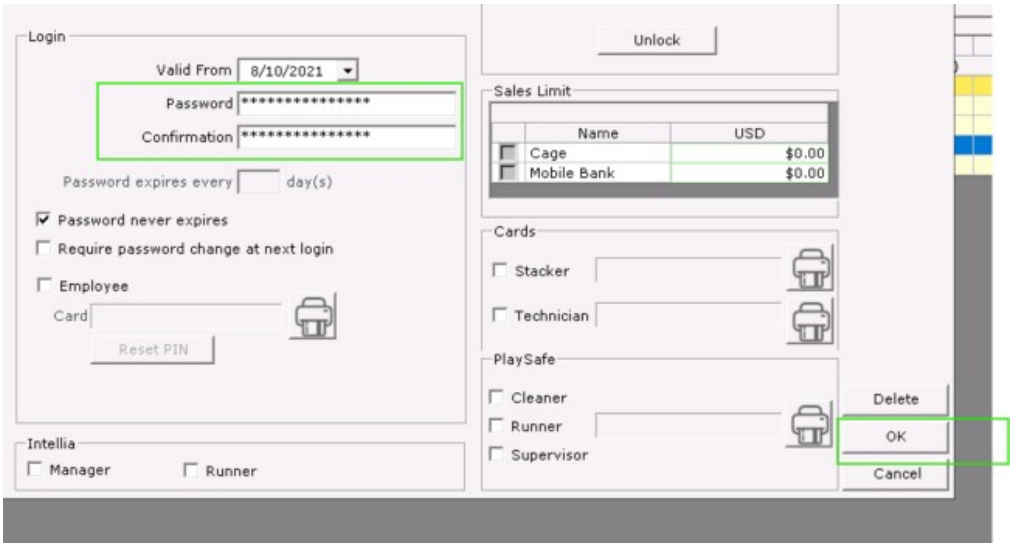


5. A window with the user's details will open.

    1. Click on **Unlock**, then click **OK**



6. In this window, you can also:
    - Change the password
    - Set the password expiration time
    - Enable the option to force the user to change the temporary password upon next login



If you run into any issues during this process, please don’t hesitate to reach out.