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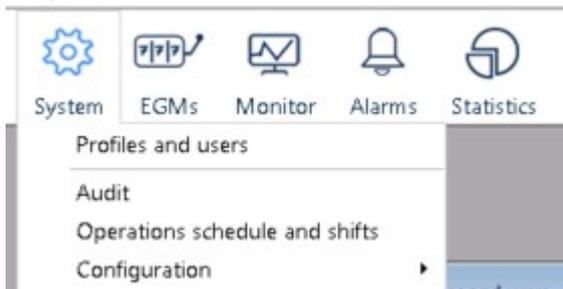
Password reset

Angel Ruiz - 2026-02-02 - [Comments \(0\)](#) - [General](#)

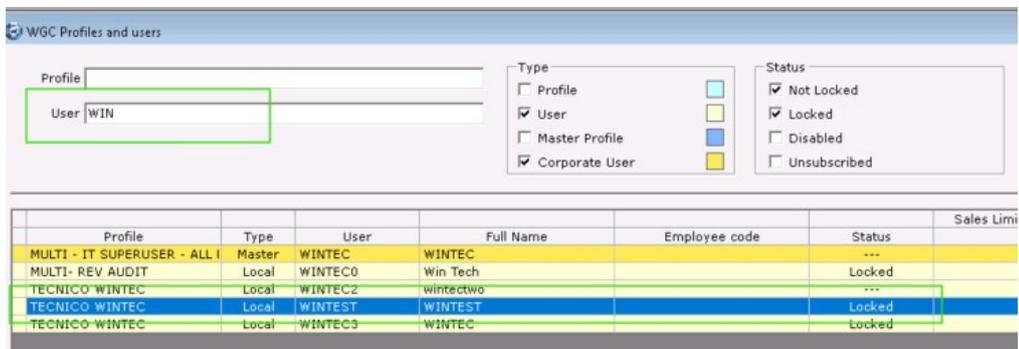
Password resets must be performed only by Wigos users with administrative permissions. If you do not have these permissions, you must request them from your administrator before you can perform the password change.

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**

The screenshot shows the 'WGC User editor' window. The user details are as follows:

- User: WINTEST
- Full Name: WINTEST
- Employee code: (empty)
- Profile: TECNICO WINTEC

The Status section shows the account is **LOCKED**. There are checkboxes for 'Disabled' and 'Unsubscribed', both of which are unchecked. The account is blocked due to an 'Inactive account'. An 'Unlock' button is highlighted with a green box.

The Sales Limit section contains a table:

| | Name | USD |
|--------------------------|-------------|--------|
| <input type="checkbox"/> | Cage | \$0.00 |
| <input type="checkbox"/> | Mobile Bank | \$0.00 |

The Cards section has checkboxes for 'Stacker' and 'Technician', both unchecked. The PlaySafe section has checkboxes for 'Cleaner', 'Runner', and 'Supervisor', all unchecked. There are also icons for each of these roles.

At the bottom right, there are buttons for 'Delete', 'OK', and 'Cancel'. The 'OK' button is highlighted with a green box.

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

The screenshot shows a user profile management window. The 'Login' section on the left contains a 'Valid From' dropdown set to '8/10/2021', 'Password' and 'Confirmation' fields (both masked with asterisks), a 'Password expires every' field with a spinner, and checkboxes for 'Password never expires' (checked), 'Require password change at next login', and 'Employee'. Below these is a 'Card' field with a printer icon and a 'Reset PIN' button. The 'Intellia' section at the bottom left has checkboxes for 'Manager' and 'Runner'. The 'Sales Limit' table on the right shows two rows: 'Cage' and 'Mobile Bank', both with a 'USD' value of '\$0.00'. Below the table are sections for 'Cards' (Stacker, Technician) and 'PlaySafe' (Cleaner, Runner, Supervisor), each with a printer icon. On the far right, there are 'Delete', 'OK', and 'Cancel' buttons. Green boxes highlight the 'Valid From' dropdown, the 'Password' and 'Confirmation' fields, and the 'OK' and 'Cancel' buttons.

| Name | USD |
|-------------|--------|
| Cage | \$0.00 |
| Mobile Bank | \$0.00 |

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