

Reset Account Password

Non-LDAP Metric Insights users have the possibility to recover their password in case it's been forgotten/lost or requires to be changed for security reasons.

The procedure is simple and includes three steps:

1. [Sending an emails with a temporary password](#)
2. [Logging in with the temporary password](#)
3. [Resetting the temporary password](#)

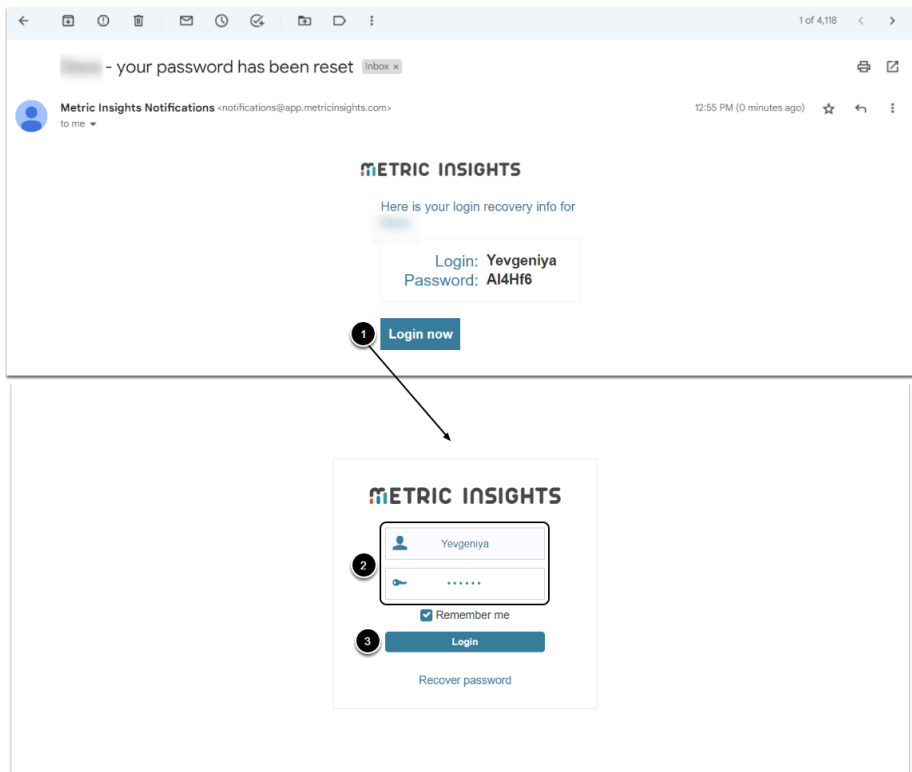
As of [6.4.2], Metric Insights is no longer shipped with the default support password. To recover the Support User password, follow the steps under [this section](#).

1. Send Email with Temporary Password



1. **[Recover password]**
2. Type in an email address to which you will receive a new temporary password
3. **[Send Password]**

2. Log in with Temporary Password



1. Access the application either from the email or at **<Mlhostname>/login**
2. Input the login name and temporary password
3. **[Login]**

3. Change Temporary Password

METRIC INSIGHTS

Change Password

1

2

Save

Back to Login Page

Your password must:

- Be at least 6 characters
- Contain 1 or more:
 - Numeric character
 - Uppercase character
 - Lowercase character

1. Input and validate the new password
2. **[Save]**
 - This will take you to the Homepage

[6.4.2] Recovering Support User Password

Upon a new installation, the Support User is created and a temporary password is written to `/opt/mi/support.password`. The file is deleted after 60 minutes. If the Support User credentials are not used within one hour and the file is no longer available, choose either of the following options to recover the password:

- As an Admin User under Users & Groups
- By using the support user email and Recover password link

As Admin

Access **Admin > Users & Groups > Support User Name Link**

Users / support

Search

+ New... Content Admin Yevgeniya

Info Group Membership Other Access

+ Q Saved

User Settings Notification Settings Mobile Change Password Login As This User

Username support

Change Password

You may reset the User's password by either sending them a system-generated password or by providing the new password.

Email User temporary password

☐ Yes ☒ No

Password

Confirm password

Your password must contain:

- Length: at least 6 characters
- At least one numeric character
- At least one upper case character
- At least one lower case character

Require User to reset password on next login

☒ Yes ☐ No

Save or cancel

1. **[Change Password]**
2. Enter a new password and confirm it. Leave the rest set to default
3. **[Save]**

Through Recover Password Link

The diagram illustrates the password recovery process in two steps:

- Step 1:** The user is on the login page. A message states: "Unable to login. Username or Password is incorrect." The login form includes a username field with "support", a password field with masked characters, a "Remember me" checkbox, and a "Login" button. Below the login form is a link labeled "Recover password" with a circled number 1 next to it.
- Step 2:** An arrow points from the "Recover password" link to the password recovery form. This form has the "METRIC INSIGHTS" logo at the top. It contains an email input field with "support@metricinsights.com" (marked with a circled number 2), a "Send Password" button (marked with a circled number 3), and a "Back to Login Page" link at the bottom.

1. **[Recover password]**
2. Type in support@metricinsights.com
3. **[Send Password]**
 - This will send a recovery password to the support channel if the email is associated with the Support account