greenID Password Reset Procedure
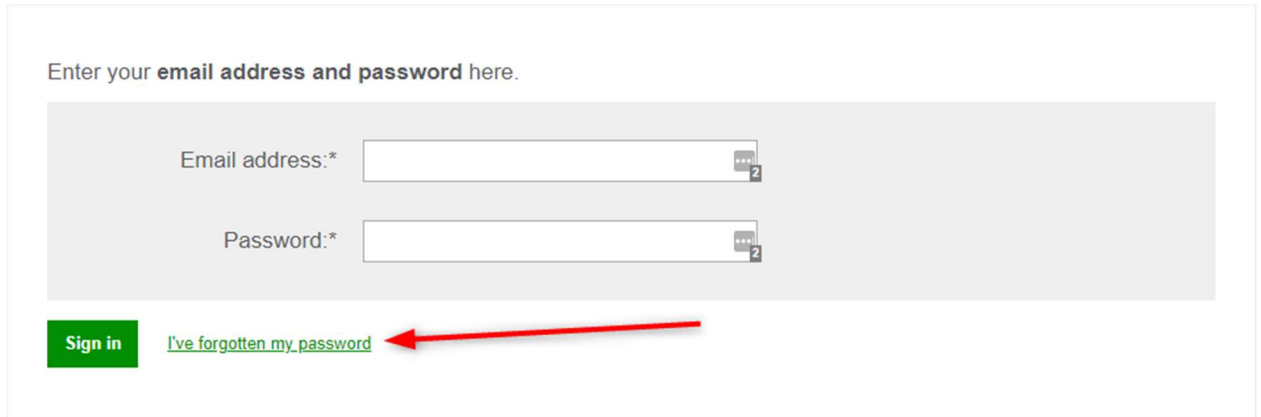
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This procedure outlines how to handle a password reset request.

1. Access you greenID admin panel account URL via your web browser.
2. Once the page has been loaded, attempt the forgotten password option by clicking the 'I've forgotten my password'

If the forgotten password option is not possible continue to next step.

3. Super admins can reset the password for admin users. If that is not possible, continue to next step.
4. If neither preceding options are possible, please email greenid.support@gbgplc.com to reset the password :

Reset the password to a one-time-only password (that is, the password must be changed the first time it is used).

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