

Allscripts® Unity

Resetting a user password in Allscripts Practice Management

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Introduction

The following document describes how to reset an Allscripts Practice Management user's password. It is designed for use by system administrators and developers working with Allscripts Unity and Ubiquity. For extensive documentation on Practice Management, go to the Product Documentation section on ClientConnect (<u>https://documentation.allscripts.com/</u>). This requires an Allscripts Central login and password.

Note: If you are a Pro Suite Hosted client, log a ticket in Service Now. The Allscripts Support team will reset this password.

If you are an On-Premise client or an Allscripts Support team member, use the following information to reset the password.

Password reset



1. Log into Practice Management.

2. On the left, select Practice Management.



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| Functions 4 | | |
| Practice Management V | | |
| Practice Management Office Manager Administration | | |
| Financial Processing 🛛 😪 | | |
| Billing 😔 | | |
| Collections 😔 | | |
| Reporting 😪 | | |
| Automation Management | | |
| System Administration | | |
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3. Select Security Manager > User Maintenance.



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| Functions 4 | | |
| Administration ~ | | |
| Multi-Tenant 😔 | | |
| Replication 🕑 | | |
| Security Manager 🔗 | | |
| Tenant Maintenance | | |
| Security Group Maintenance | | |
| User Maintenance | | |
| Permission Group Maintenance | | |
| Security Permissions | | |
| Security Options | | |
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4. In Select User, click the search icon.



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| Functions 4 | User Maintenance | |
| Administration ~ | Select User: | |
| Multi-Tenant 😔 | User Maintenance Security Group Membership History | |
| Replication 😔 | | |
| Security Manager 🔗 | Logon Name: | |
| Tenant Maintenance | Password: Verify: | |
| Security Group Maintenance | Full Name: | |
| User Maintenance | License Type: | |
| Permission Group Maintenance | User Override Settings | |
| Security Permissions | Auto Lock Application after 0 6 minutes | |
| Security Ontions | Activate Reset Password User Override | |
| Security Options | Reset Password after 90 🚔 days | |
| | Force Password Change on Next Logon Account Locked | |
| | Permission Group Name Security Group Member? | |
| | Behavioral Health DEFAULT | |
| | Billing (Pymt Posting-Collections) DEFAULT | |
| | Bling Manager DEFAULI | |
| | Chaige Entry DEFAULT | |
| | Customer Service Ben DEFAULT | |
| | Data Steward Specialist DEFAULT | |
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| | Help Desk DEFAULT | |
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| | Security Group Tenant Name Operator? | |
| | + DEFAULT | |
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5. Select the appropriate service account, and then click **OK**.



| 8 | Select User |
|--|---|
| User: | Phreesia Service Account |
| Description | Peter Grubel |
| Peggy Wilson 28/01/2016 Penny C Dittmer 11/13/2014 Penny Crusan Penny Lappe | Philip Bryant Philip Crowe Phillip Baker Phillip Jackson |
| Pepper Tyler 9/8/2015 Peter Ellison Peter Grubel Peter Grubel | Service Account Phyllis Neil Pooja Nair |
| Philip Bryant Philip Crowe Phillip Baker Phillip Jackson | |
| Service Account | SVCI |

- 6. In **Password**, enter the new password.
- 7. In Verify, reenter the new password.
- 8. Click Save.



| Administration V | Personal Contract of Contract | | | |
|------------------------------|-------------------------------|--|---|-------------------|
| | | Select User: Servi | ice Account | |
| Multi-Tenant 😔 | User Haintenance | Aerobership History | | |
| Replication 😔 | | | | |
| Security Manager 🔗 | | Logon Name: svoPhres | | |
| Tenant Maintenance | | Password; | Verify: | |
| Security Group Maintenance | | Full Name: Serv | vice Account | |
| Hear Maintenance | | License Type: Unvestricted | | |
| wher maintenance | | User Override Settings | | |
| Permission Group Maintenance | | <u> </u> | Activate Auto Lock Application U | iser Override |
| Security Permissions | | Auto Lock Application after 0 | minutes . | |
| Security Ontions | | C. | Activate Reset Password User C | Override |
| Second obour | | | A -riave | |
| | | Reset Password after 90 | | 20 |
| | | Reset Password after 90 | Force Password Change on Next | t Logon |
| | | Reset Password after 90 | Force Password Change on Next Account Looked | tiogon |
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| | | Reset Password after 99 Permission Group Name Behavioral Health Billing (Pret Posting Collections) Billing Manager Charge Enty Clinical Scheduling Customet Service Rep Data Steward Specialist Front Desk Help Desk | Control Change on Next Account Looked Security Group DEFAULT | tLopon |
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