How do I change a User Password in ILLiad when I am using ILLiad Authentication?

Symptom

• A patron is unable to logon and needs their credentials changed.

Applies to

• ILLiad

Resolution

Please follow the instructions for Changing User Passwords.

Additional information

All Web Pages should also be set up so a patron can click on the Forgot Password link. This will show up on the Logon.html. This is for sites that use ILLiad Authentication. This way, the patron can click on the link and reset their own password and a Librarian does not need to be involved. The Forgot Password link is visible. Here is a link to the ILLiad Default Web pages (.zip).