I have forgotten my password for the ILLiad client. How can I regain access?

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Symptom

• I have forgotten my password for the ILLiad client. How can I regain access

Applies to

• ILLiad

Resolution

1. Contact someone else at the library who has ILLiad access. They will be able to reset any password to a temporary password using Staff Manager.

2. Users that can sign into Staff Manager will highlight the username that needs the password changed, then select the key at the top that says Change Password.

3. Make quick and easy temporary password so the user that forgot the password can regain access. ILLiad automatically checks the box for labeled **Force Password Reset**, meaning the user who has forgotten their password will be prompted to change their password as they desire after entering the temporary password. The only requirement is that the user's new password is not the same as an previous one they used.