eSuite Security Password Reset Template Information

new world ERP – Foundation

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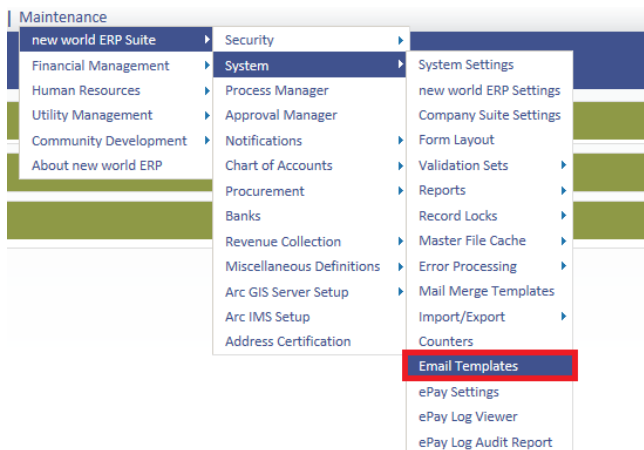
eSuite Security Password Reset Template Information
## *new world ERP – Foundation*

When the employees select **Reset Password** from the eSuite Portal login page, a generic "eSuite HR Portal Password Reset" email will be sent. The template may be modified if needed.

The template is located within the new world ERP software. Navigate to Maintenance > new world ERP > System > Email Templates:

In the *Template* field, select **Human Resources – eSuite Security – Password Reset**:
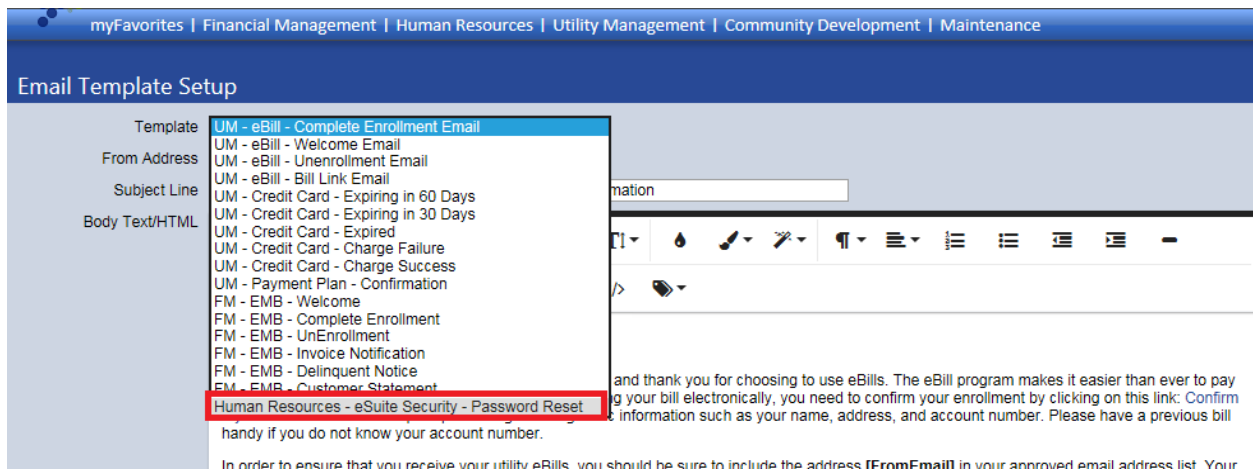
Once the **Human Resources – eSuite Security – Password Reset** template is selected, you may personalize it for your organization.

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The ***Human Resources – eSuite Security – Password Reset*** template currently looks like the picture below:

Before you change the email template, please review the tips and screen shots below. There are a few merge fields and a hyperlink within the existing template that **you will need to keep** in your modified template.

Tips regarding the *eSuite Security – Password Reset* email template:

1. The first field in the template is the *Template* field. This field displays the template name.
2. The *From Address* field is required. The email address that is defined in this field could receive email replies from your organization's employees. This will occur only if an employee selects ***Reply*** to the "Reset Password email":

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3. Do not remove the fields with brackets, *[FirstName]*, *[RequestDate]* or *[ExpirationDate]*. See the arrows in the screen shot above.

4. If removed, key in as defined in item 3: with brackets, case sensitive and no spaces.

5. Do not remove the hyperlink, *Click here to reset your password*.

6. If you removed the hyperlink, *Click here to reset your password*, type the phrase in an appropriate location in the email.

7. Highlight the phrase, *Click here to reset your password* (see #1 in the screen shot below).

8. Select the icon "Insert Link" 🔗 from the options at the top of the email (see #2 in the screen shot below):
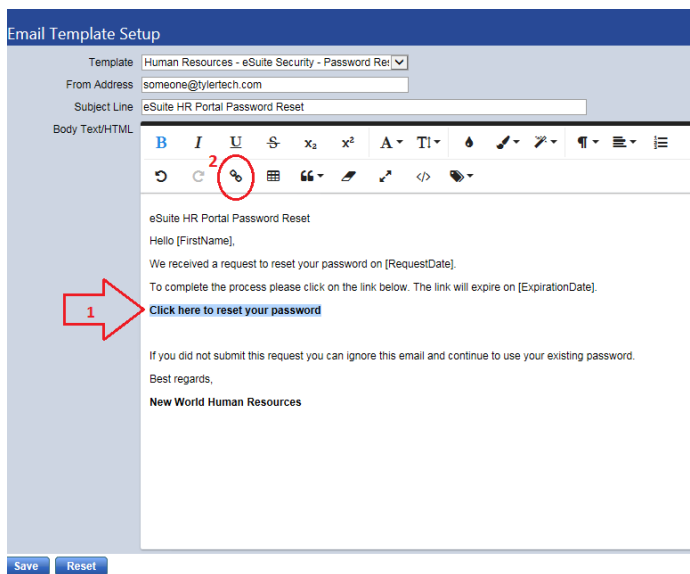
9. The URL (above the line) will appear blank. Type *[ResetLink]*, with brackets, case sensitive and no spaces. The phrase that you highlighted, *Click here to reset password*, will appear in the text area. Select *Insert*. **Save**. Continue with any other changes necessary within the email, **Save**.

10. As soon as you select **Save**, this email template will be the response sent to your employees when resetting their passwords.