

DAIMLER

Dealer and Supplier Identity & Access Management

GEMS: HowTo Reset User Password

May 2019



GEMS HowTo

Reset user password

1 Overview

2 Reset user password

Reset user password

Overview

- In case the user forgot his password, a reset can be done.
- There are 2 possibilities:
 - **Option 1 is for Dealers only**
 - The administrator of the user resets it via GEMS.
This manual describes the second option.
- NOTE: A reset can only be done for the following communities, by the responsible administrators:

User Community	Responsible Admin Role in GEMS
Dealer User	Organisation-, Market- or Community Administrator (Scope Dealer-Community)
Business Partner User	Business Partner Administrator
Corporate Customer User	Organisation-, Market- or Community Administrator (Scope Corporate Customer Community)
Test User	Application Administrator (Scope: Application), Market Administrator (Scope: Market)
Tech User	Application Administrator (System Tech Users), Organisation or Market-Administrator (Delegated Tech Users)
Supplier User	Organisation-, Market- or Community Administrator (Scope Supplier-Community)

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2 Reset user password via GEMS

Reset user password

Initiate the process

- In order to reset user password start by clicking **Users (1)**
- Use the **Search Filter (2)** to find the user who needs a password reset. Input the values relevant for search. You can use as many fields as you wish. They will be interpreted with logical “AND”.
- Utilize * as wildcard for easier search.

The screenshot shows the Daimler GEMS Identity & Access Management interface. The 'Users' tab is selected, and the search filter is highlighted with a green box labeled '1.'. The search filter contains the following fields: Last name, First name (with 'd7hedesk' entered), Email, Phone, Organization or department, Dealer No. / Supplier ID, City, Only active (dropdown), All communities (dropdown), All Countries (dropdown), and Job title role name. A 'Search' button and a 'Clear input' button are also visible. The search results table shows one user with the following details:

Community	User ID	Active	Last name	First name	Home organization
Dealer	D7HEDESK	✓	Desk	help	SOREMAR S.A. / D

A red stamp at the bottom of the screenshot reads 'Dummy data for demonstration only'.

Reset user password

Password management

- After choosing the user, you will see the User Overview page.
- Click on **Password Management (3)** and continue on the next slide.

DAIMLER GEMS Identity & Access Management

Tasks **Users** Organizations Info

Users Create User Invite user Migrate User Migrate/Review Users Review Users

User

help Desk (D7HEDESK)

Overview

Modify data **3.**

Password Management

Manage roles

Administrate organization

Manage Admin Roles

Delete User

Master data

help Desk
D7HEDESK

(Dealer)

Phone: +123456789
Email: hd.admin@test.com

SOREMAR S.A.
MARIGOT
97052 ST. MARTIN (VI)

SOREMAR S.A.
MARIGOT
97052 ST. MARTIN (VI)

Status

Daimler Access: **User must change password on next login.**
Last update: 03/12/2018

This user is not blocked.

The home organization is valid.

User is valid from to

Responsible administrators

Dummy data for demonstration only

Reset user password

Password reset successful

- **Password Management** page enables the admin to reset the password.
- After successful password reset (4) the new password will be displayed (5).
- Save the displayed password. Tell the user the new password

The screenshot shows the Daimler GEMS Identity & Access Management interface. The main header displays the Daimler logo and the text 'GEMS Identity & Access Management'. Below the header, there are navigation tabs for 'Tasks', 'Users', 'Organizations', and 'Info'. Under the 'Users' tab, there are sub-tabs for 'Users', 'Create User', 'Invite user', 'Migrate User', 'Migrate/Review Users', and 'Review Users'. The main content area shows the 'User' profile for 'help Desk (D7HEDESK)'. A green banner at the top of the user profile states 'The password reset was successful for User D7HEDESK.'. Below this, the 'Status' section indicates 'Daimler Access: User must change password on next login.' and includes a 'Reset Password' button. The 'New Password' field displays 'TW94rDXEPN'. A red stamp with the text 'Dummy data for demonstration only' is overlaid on the bottom right of the screenshot.