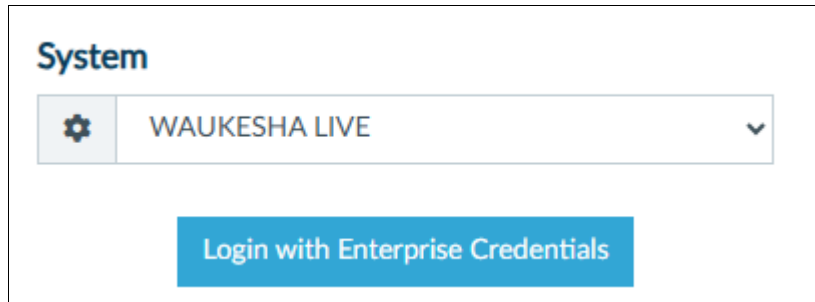


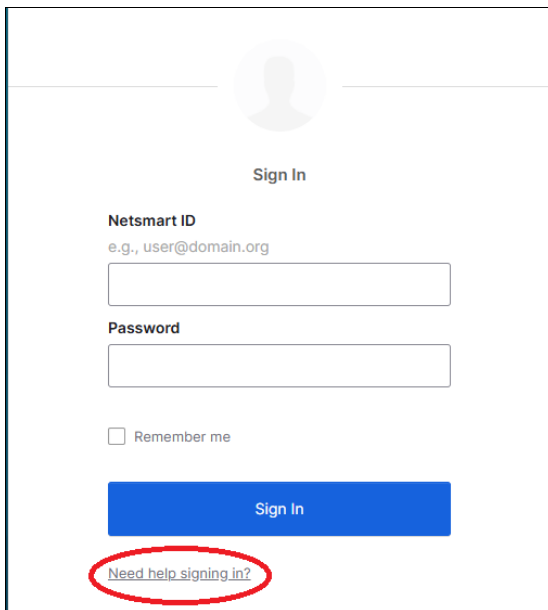
## CCS/CRS Vendor Staff Password Reset Guide

This guide will walk you through how to reset your Waukesha County Avatar account password.

1. Navigate to the Avatar homepage
  - a. [Netsmart myAvatar NX](#)
2. Click the Sign in with Enterprise Credentials button



3. Click "Need help signing in"

A screenshot of a sign-in page. At the top center is a grey silhouette of a person's head and shoulders. Below it is the text "Sign In". Underneath is the label "Netsmart ID" followed by the example "e.g., user@domain.org" and a text input field. Below that is the label "Password" and another text input field. Underneath the password field is a checkbox labeled "Remember me". Below the checkbox is a blue button with the text "Sign In". At the bottom of the page, the text "Need help signing in?" is circled in red.

4. Click “Forgot password?”

Netsmart ID  
e.g., user@domain.org


Password

Remember me

[Sign In](#)

[Need help signing in?](#)  
[Forgot password?](#)  
[Unlock account?](#)  
[Help](#)

5. Type your email and then click Reset via **Email**. SMS and Voice Call are no longer available, and it is outside of our control to remove the button. DO NOT USE Reset via SMS or Reset via Voice Call

 **Netsmart**  
Identity and Access Management

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

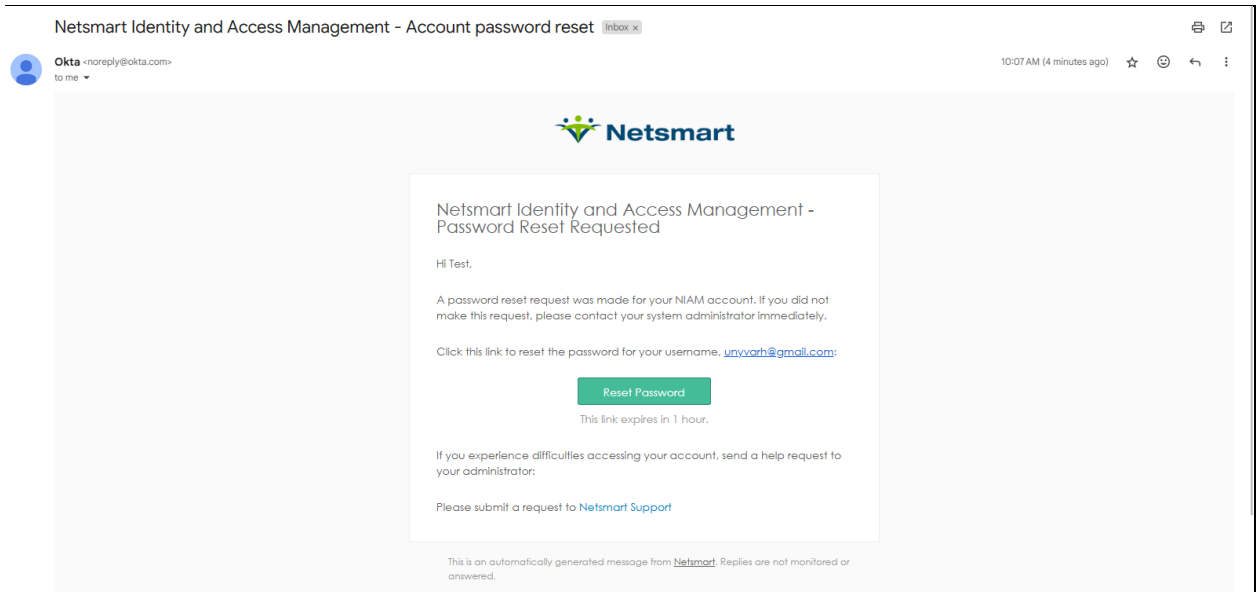
[Reset via SMS](#)

[Reset via Voice Call](#)

[Reset via Email](#)

[Back to sign in](#)      [Can't access email](#)

6. You will receive an email like the one below from [noreply@okta.com](mailto:noreply@okta.com). Navigate to your email and click the “Reset Password” button

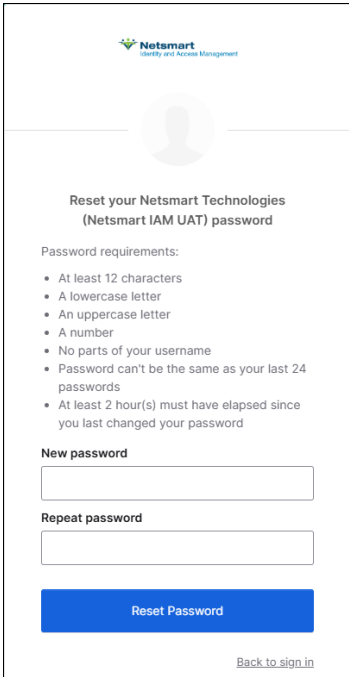


7. Answer the question that you set up for your account, this answer is case sensitive (if you answered with a capital letter, you must use a capital letter, i.e. Michael Jordan vs. michael jordan)

A web page titled "Answer Forgotten Password Challenge" with the Netsmart logo at the top. It features a placeholder for a user profile picture. The main question is "Who is your favorite sports player?". Below the question is a text input field containing the word "Answer". There is a "Show" checkbox below the input field. A large blue "Reset Password" button is positioned below the input field. At the bottom right, there is a link that says "Back to sign in".

8. Click Reset Password

9. Type your new password and click Reset password



The screenshot shows a web page for resetting a password. At the top left is the Netsmart logo with the tagline "Identity and Access Management". Below the logo is a placeholder for a user's profile picture. The main heading reads "Reset your Netsmart Technologies (Netsmart IAM UAT) password". Underneath, there is a section for "Password requirements:" followed by a bulleted list: "At least 12 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", "Password can't be the same as your last 24 passwords", and "At least 2 hour(s) must have elapsed since you last changed your password". Below the requirements are two input fields: "New password" and "Repeat password". A blue button labeled "Reset Password" is positioned below the second field. At the bottom right of the page is a link that says "Back to sign in".

10. Navigate back to Avatar to sign in