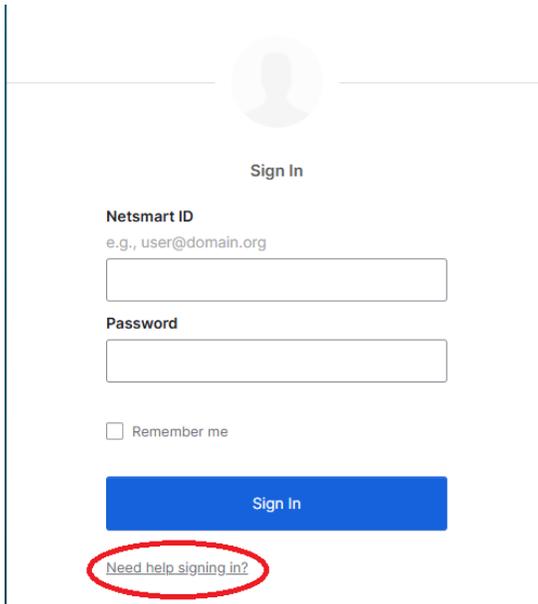


CCS/CRS Vendor Staff Password Reset Guide

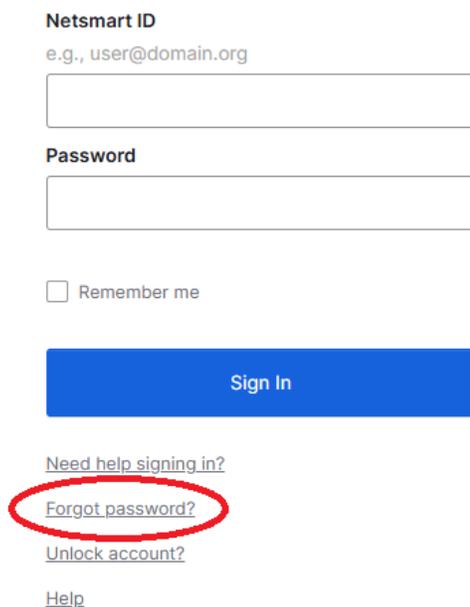
This guide will walk you through how to reset your Waukesha County Avatar account password. If your account has been disabled or if you receive a “No User Found” error, please contact the Waukesha County IT helpdesk at 262-548-7630 to have your account re-activated.

1. Navigate to the Avatar homepage
2. Click the Sign in with Enterprise Credentials button
3. Click “Need help signing in”



The screenshot shows the Avatar sign-in interface. At the top center is a circular profile icon placeholder. Below it is the text "Sign In". Underneath are two input fields: "Netsmart ID" with the example "e.g., user@domain.org" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, the link "Need help signing in?" is circled in red.

4. Click “Forgot password?”



The screenshot shows the Avatar sign-in interface, identical to the previous one. Below the blue "Sign In" button, the link "Need help signing in?" is visible. The link "Forgot password?" is circled in red. Below it are the links "Unlock account?" and "Help".

5. Type your email and then click your preferred method of password recovery.



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. If you selected “Reset via SMS,” type in the code that was sent to your phone





Enter verification code sent via SMS

Enter Code

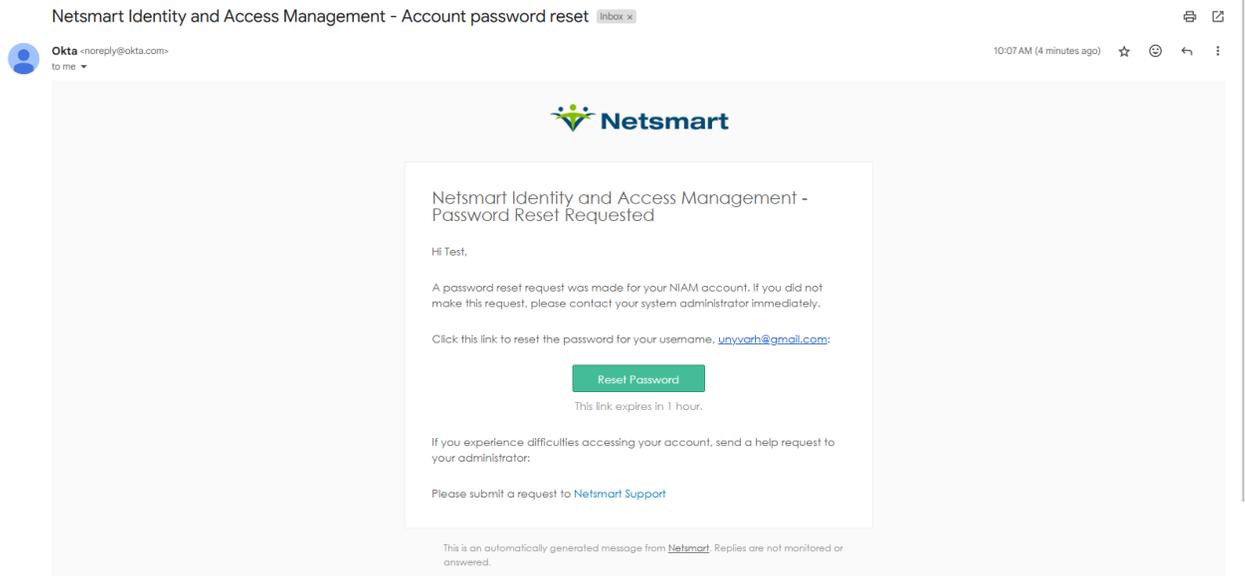
[Verify](#)

[Didn't receive a code? Reset via email](#)

[Back to sign in](#)

7. If you received no code or are having issues, select “Didn’t receive a code? Reset via email”

8. If you were having issues with verification through SMS, or if you selected “Reset via Email,” navigate to your email and click the “Reset Password” button

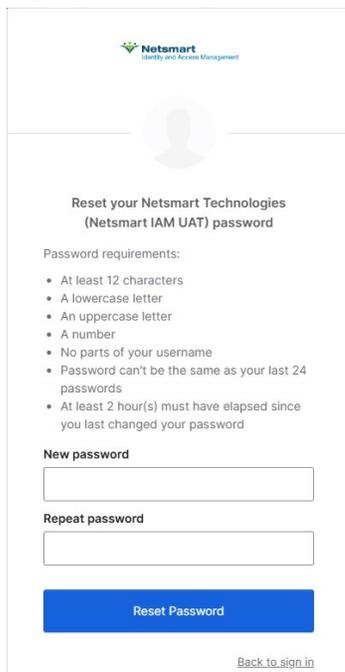


9. Answer the question that you set up for your account

A screenshot of a password reset challenge page. At the top is the Netsmart logo with the text "Identity and Access Management". Below the logo is a placeholder for a user profile picture. The main heading is "Answer Forgotten Password Challenge". The question is "Who is your favorite sports player?". There is a text input field containing the word "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a large blue button labeled "Reset Password". In the bottom right corner, there is a link that says "Back to sign in".

10. Click Reset Password

11. 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 circular placeholder for an avatar. The main heading is 'Reset your Netsmart Technologies (Netsmart IAM UAT) password'. Underneath, there is a section for 'Password requirements:' followed by a bulleted list of rules. Below the requirements are two text input fields labeled 'New password' and 'Repeat password'. A blue button labeled 'Reset Password' is positioned below the second field. At the bottom right, there is a small link that says 'Back to sign in'.

Netsmart
Identity and Access Management

Reset your Netsmart Technologies
(Netsmart IAM UAT) password

Password requirements:

- 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
- At least 2 hour(s) must have elapsed since you last changed your password

New password

Repeat password

Reset Password

[Back to sign in](#)

12. Navigate back to Avatar to sign in