

SOP 12 | People and access

Use account security controls

Perform an approved password, session or account-status action for the correct person.

For Web and mobile · Administrator

Before you start Company administrator access and a clear operational reason are required.

Open People administration > Person > Account security

Step 1 Open the correct account

Find the person and open Account security. Verify name, email and current Active or Inactive status.

Step 2 Choose the action

Read the description under Account action. Choose the specific password, session or activation action needed.

Step 3 Enter required details

Enter the reason. If setting a temporary password, follow the displayed length requirement and share it privately.

Step 4 Review and confirm

Select Review account change. Verify the named person and action, then select Confirm account change.

Step 5 Verify the result

Wait for Account change completed and check the refreshed state. Ask the affected person to complete any required password setup.

Check your result The account action completes and the refreshed status matches the intended action.

If something goes wrong If the result is uncertain, refresh before retrying. Account changes do not grant new property access.

See the picture reference on the next page.

SOP 12 Picture reference

Use account security controls

Example Associate

Account security

Company administrator

Active

Choose an action for Example Associate

Account action

Send a fresh password-setup link to the account email. This does not change property access.

Reason for account change

Review account change

Step 2 · Choose an account action and enter the reason before reviewing the change.

Application component preview with training data. Native permission prompts may differ.