



Resetting iCX User Passwords via iPD

Job Aid

Roles Impacted

Admin

Last Revised

April 9, 2025

R8.3.0.0



Introduction

This job aid provides step-by-step instructions for resetting vendors' (iCX users) passwords using iPD.

Process Overview

This job aid covers the following activities:

- [Resetting Password in iPD](#)

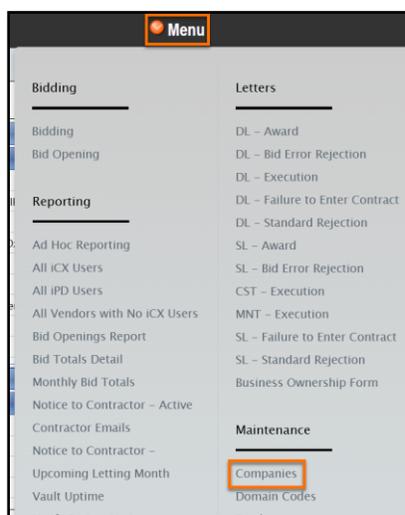


Resetting Password in iPD

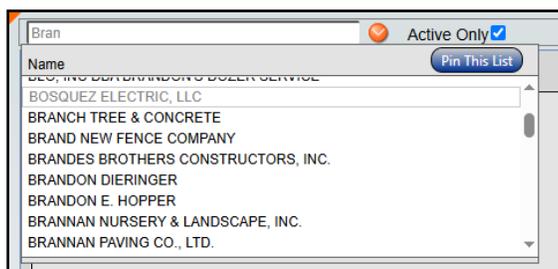
1. Access the **iPD** page and log in using your credentials.



2. Navigate to **Menu** on the top, then select **Companies**

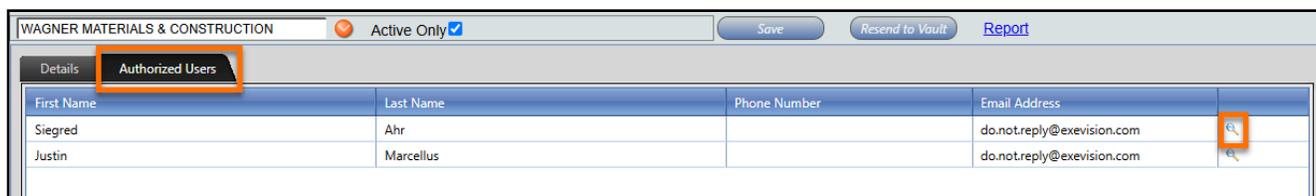


3. Select the appropriate company.



4. Click on **Authorized Users**.

5. Select the **user** (whose password needs to be reset) by clicking on the  to the right.





6. Click on **Reset Password**

This action will do the following:

- **Unlock** the user's iCX account if it was locked
- Send a **temporary password** to the user's registered email address

The screenshot shows a web browser window titled "Edit Person" with the URL "do.not.reply@exevision.com". The main content area is titled "PERSON" and contains the following fields and controls:

- Account Active: Yes No
- * First Name:
- * Last Name:
- * Role: (with a dropdown arrow icon)
- * Address Line 1:
- Address Line 2:
- * City:
- * State: (with a dropdown arrow icon)
- * Zip Code:
- Phone Number:
- * Email Address:
- * Username:

At the bottom of the form, there are three buttons: "Reset Password" (highlighted with an orange box), "Save", and "Cancel".