



Password Management



For support please contact: 011 462 6871 or support@bluwave.co.za.

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1. Introduction

This manual will explain how passwords in BluWave are generated, updated, and retrieved.

2. A New User

New User Details and Roles

| | | | |
|-------------|--------------------------------|---|--|
| Full Name | <input type="text"/> | Monthly Target | <input type="text" value="0"/> |
| Branch | <input type="text" value="▼"/> | Date Captured | <input type="text" value="30/01/2023 11:05:19"/> |
| Designation | <input type="text"/> | Active? | <input type="checkbox"/> |
| Telephone | <input type="text"/> | Rep Code | <input type="text"/> |
| Cell | <input type="text"/> | | |
| Email | <input type="text"/> | This Email address will be used as the User Login Name. | |

Do all Quotes from this user Require Approval?

Roles
 User
 Manager
 Executive
 System Admin
 Setup
 List
 GP
 Approval
 Claim Leads

Product Manager
 Restricted User
 Restricted Manager
 Restrict Pricelist
 Create Non-Stock Items

When a new user is added to Bluwave, either by the BluWave technical department or the company's system administrator, and email will be sent to the user's email address with their credentials- similar to the email example below.

Welcome to BluWaveCRM



Michelle Bester
To Michelle Bester

Mon 2023/01/30 11:57

i This message was sent with High importance.
This message is part of a tracked conversation. Click here to find all related messages or to open the original flagged message.

Hi Michelle

Welcome to BluWaveCRM.

Your account has been setup on BluWaveCRM. You have a 6 user system.
You can login by going to the following Website: <https://www.bluwavecrm.co.za>

Note: If you were using a trial version, all data entered will be carried over to the full version.

Username: Michelle@demo.com
password: 123456

Attached is a help file to assist you in adding new users to your Bluwave account.
A learning centre is available on our [website](#). Here you will find helpful tutorials that will assist you in using BluWaveCRM.

Regards

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3. Updating a Password

3.1 From the User Profile page

If a user wants to update their BluWave CRM/Service login password, they can easily go to their user profile and click on the **Change Password** button at the top of their profile.

Edit User Details and Roles

| | | | |
|----------------------|--|--|--|
| Full Name | <input type="text" value="Michelle Bester"/> | User Name | <input type="text" value="michelle@demo.co.za"/> |
| Branch | <input type="text" value="Bloemfontein"/> | Date Captured | <input type="text" value="03/09/2018 00:00:00"/> |
| Sub-Branch/Division: | <input type="text" value="Management"/> | Rep Code | <input type="text" value="MB01"/> |
| Designation | <input type="text" value="Manager"/> | <input type="button" value="Change Password"/> | <input type="button" value="HTML Signature"/> |
| Telephone | <input type="text" value="011 462 6871"/> | | |
| Cell | <input type="text" value="074 586 3506"/> | | |
| Email | <input type="text" value="mibpsnyders@gmail.com"/> | | |
| Active | <input checked="" type="checkbox"/> | | |

A pop-up screen will request the user to enter their current password and well as type in a new password twice.

Change BluWave Login Password

User account **michelle@demo.co.za**

Current Password

Your password must meet the following requirements:
- have a minimum length of 8 characters
- contain at least one lowercase letter, one uppercase letter, one number and one special character

New Password

Confirm New Password

The new password will have to be longer than 8 characters as well as contain at least one lower case letter, one uppercase letter, one number and one special character.

Click on the **Update** button to save the new password.

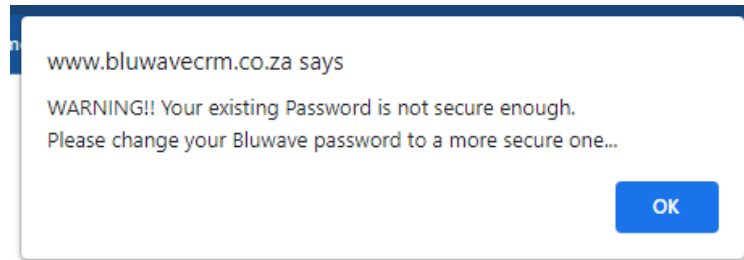
Please Note:

Users with the role of **System Admin** can access the other user's profiles and change their login passwords on their behalf. This essentially enables them to reset a user's password should they need to.

The **System Admin** will not need to provide the **Current Password**.

3.2 From the Login Screen

When a user logs into BluWave CRM/ Service and their password has not yet been updated from 123456, Bluwave will show the following error message pop up:



Clicking on the **Ok** button will also show the **Change BluWave Login Password** pop-up screen to allow the user to update their password to something more secure.

A screenshot of a web form titled "Change BluWave Login Password". The form has a light blue header. Below the header, it shows "User account" with the value "michelle@demo.co.za". There is a text input field for "Current Password". Below this, it lists requirements: "Your password must meet the following requirements: - have a minimum length of 8 characters - contain at least one lowercase letter, one uppercase letter, one number and one special character". There are two more text input fields for "New Password" and "Confirm New Password". At the bottom, there are two buttons: "Update" and "Cancel".

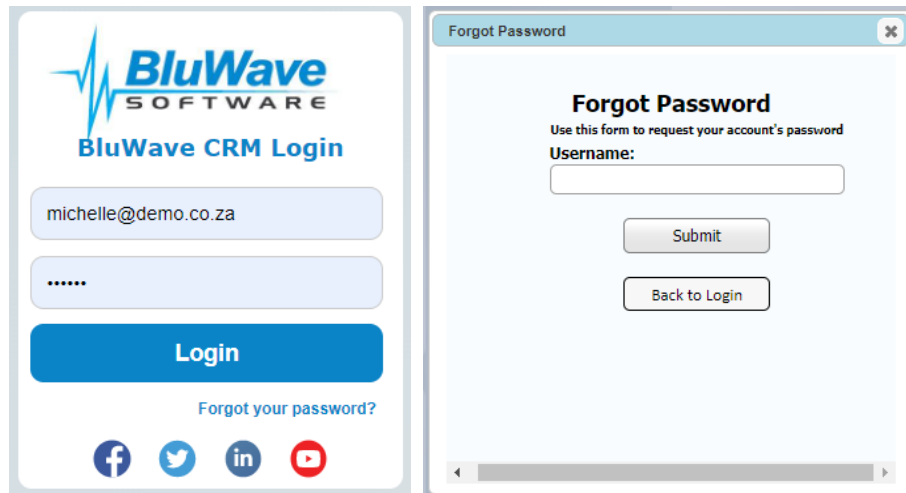
The new password will have to be longer than 8 characters as well as contain at least one lower case letter, one uppercase letter, one number and one special character.

Click on the **Update** button to save the new password.

Should the user not want to update their password, they can choose to click on the **Cancel** button which will continue to login the user to the system.

4. Retrieving a Password


Should a user not remember their password they can request their password by clicking on the **Forgot your Password?** link from the BluWave CRM/ Service login screen.



The user would only need to type in their username (email address) and then click on the **Submit** button.

This will email the user their credentials via email- similar to the email example below.

Welcome to BluWaveCRM

 Michelle Bester
To: Michelle Bester

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Mon 2023/01/30 12:50

Dear: Michelle Bester

Your password is below
Password: Michelle@987

To log in, click: <https://www.bluwavecrm.co.za>

Please Note:

If a user's username is not the same as their email address (perhaps a generic email address- such as sales@company.co.za) the retrieval email may not reach them. In this case a user with System Admin rights can assist by changing the user's password on their behalf.

5. Revision History

| Version | Date | Updates |
|----------|------------|---|
| SM0049 | 30/01/2023 | <ul style="list-style-type: none">• Creation of document |
| SM0049.1 | 06/05/2024 | <ul style="list-style-type: none">• Updated the screenshots for the new release |
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