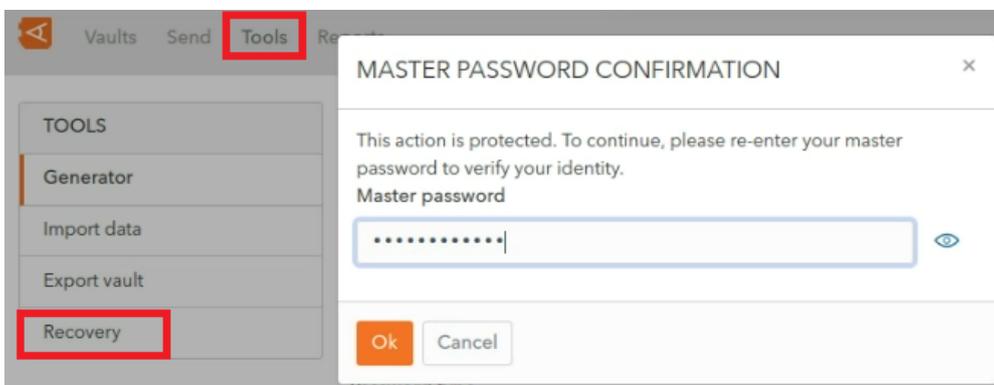


Validate Master Password Reset Request

A **Vault Administrator** is required to **validate all Master Password Reset Requests**. At each creation of a Master Password Reset Request by a user, Vault Administrators are notified by email.

This **procedure** details the **steps** to be followed **by a Vault Administrator** to Validate a Master Password Reset Request.

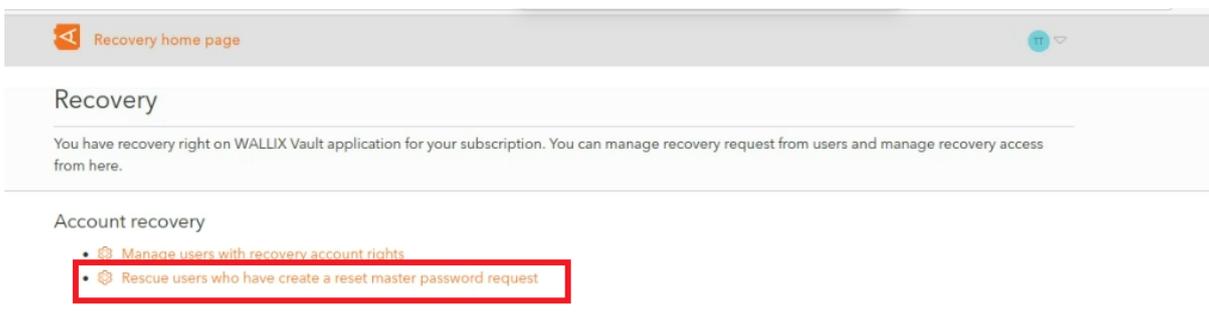
Click **Tools** and then **Recovery**. The **Master Password Confirmation prompt** is displayed.



Enter your **Master Password** and click **Ok**. The Recovery Screen is displayed.

Alternatively, click **Cancel** to cancel the operation.

Click the **Rescue users who have created a reset master password request** link.



The **Account Recovery Screen** is displayed.

Account recovery

You can approve or deny account recovery requests for users who have reported losing their Master Password.

In progress

Ended

Created	Updated	Last name	First name	Email	Status	IP	Location	
Dec 11, 2023, 3:18:56 PM	Dec 11, 2023, 3:18:56 PM	Test	Test		Waiting for administrator validation	92.174.122.65	Cesson-Sévigné, France	<div>Approve</div> <div>Dismiss</div>

In the In progress tab, **Master Password Reset Requests** that are currently **in progress** are displayed.

Requests that have **not yet been treated** have **Waiting for administrator validation status**.

Click the **Approve** button to **validate** the Master Password Request. This should only be done where it is clear that this is a request from a valid user.

Alternatively, click the **Dismiss** button to **deny** the Master Password Request.

For validated requests, the following screen is displayed. A **Reset confirmation message** is displayed.

The screenshot shows the 'Account recovery' page with the 'In progress' tab selected. A table lists a request with the status 'User notified for reset'. A green confirmation message is displayed in the top right corner, stating: 'The reset master password request has been validated. An email has been sent to the user.'

Created	Updated	Last name	First name	Email	Status	IP	Location	
Dec 11, 2023, 3:18:56 PM	Dec 11, 2023, 3:21:59 PM	Test	Test		User notified for reset	92.174.122.65	Cesson-Sévigné, France	<div>Dismiss</div>

An **email** is **sent** to the **user** with a **reset link** which allows them to reset their master password.

Updated 2 January 2024 14:04:18 by WALLIX Admin