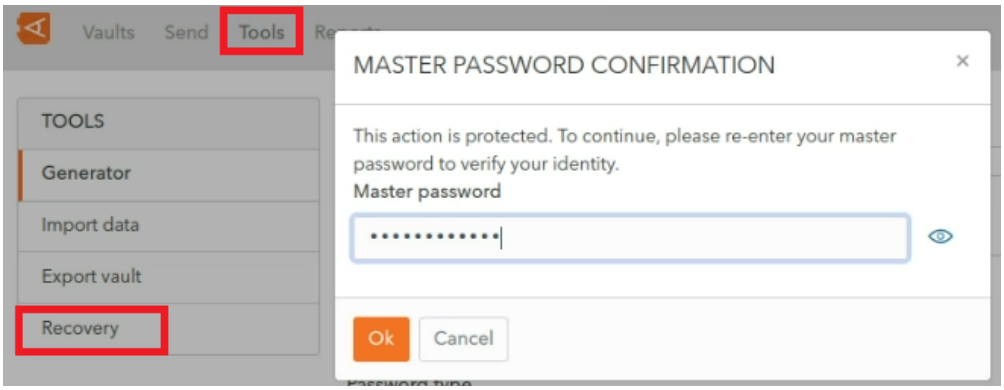
Validate Master Password Reset Request

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.

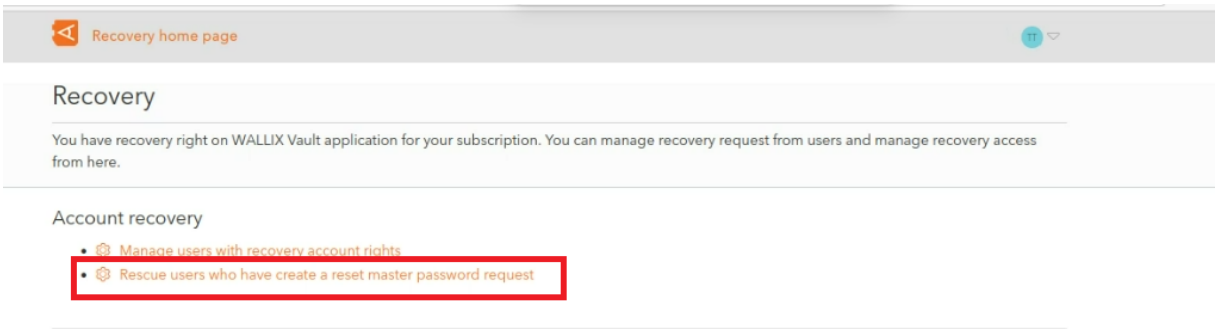
Click **Tools** and then **Recovery**. The **Master Password Confirmation prompt** is displayed.



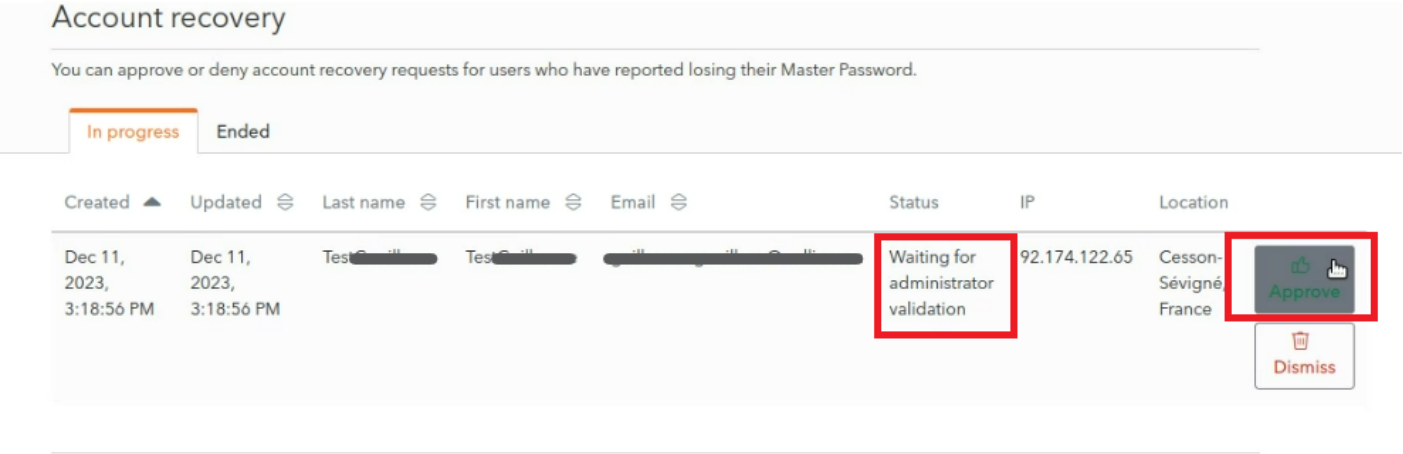
Enter your **Master Password** and click **Ok.** The Recovery Screen is displayed.

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.



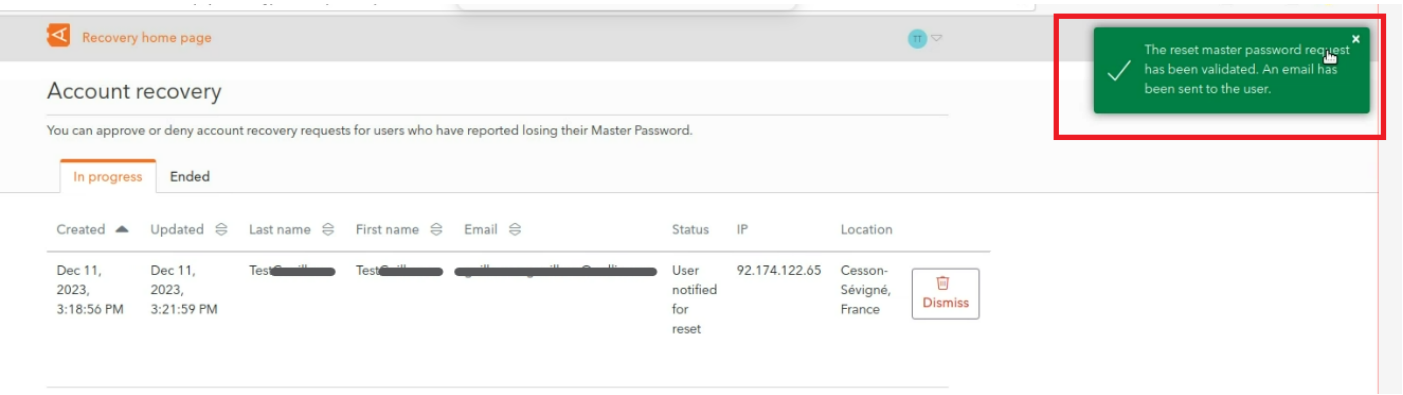
In the In progress tab, **Master Password Reset Requests** that are currently **in progress** are displayed.

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.



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

Revision #4
Created 12 December 2023 08:33:09 by WALLIX Admin

Updated 6 January 2025 19:32:42 by WALLIX Admin