Reset Password Hack

When to use

There is an issue with Yahoo based email address (including Sky and BT) that causes the email to be delayed.

Required information

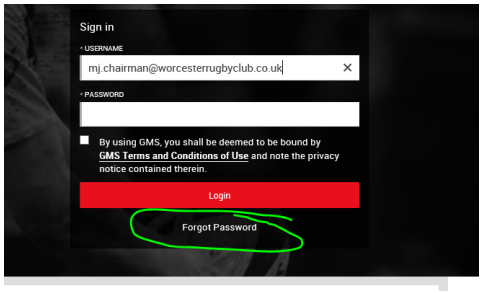
New password plus information required to identify the correct individual, e.g. name, address, phone, email.

Passwords must be a minimum of characters, and include all of the following; upper and lower case letters, number and special character

Process

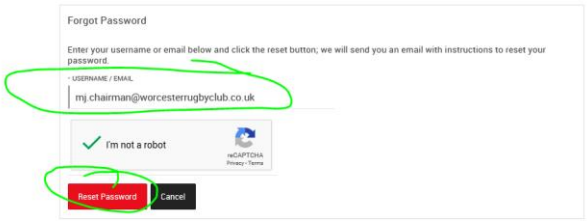
Go to GMS log in page https://gms.rfu.com/GMS/Account/Login

Enter email address of user id that needs password to be reset. Click Forgot Password.

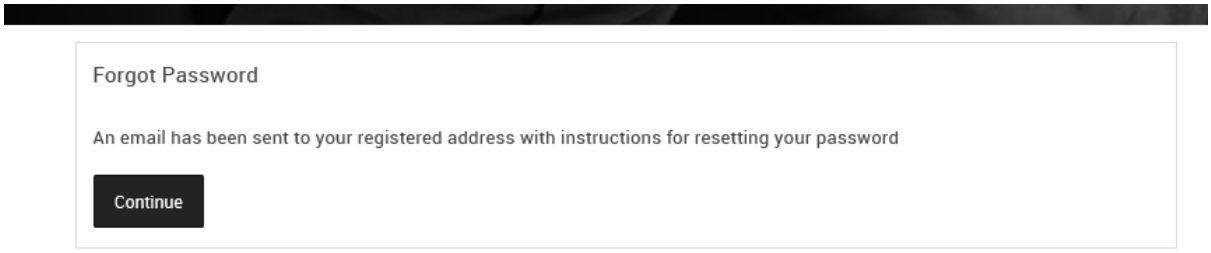


Enter password, tick I'm not a robot then click reset password



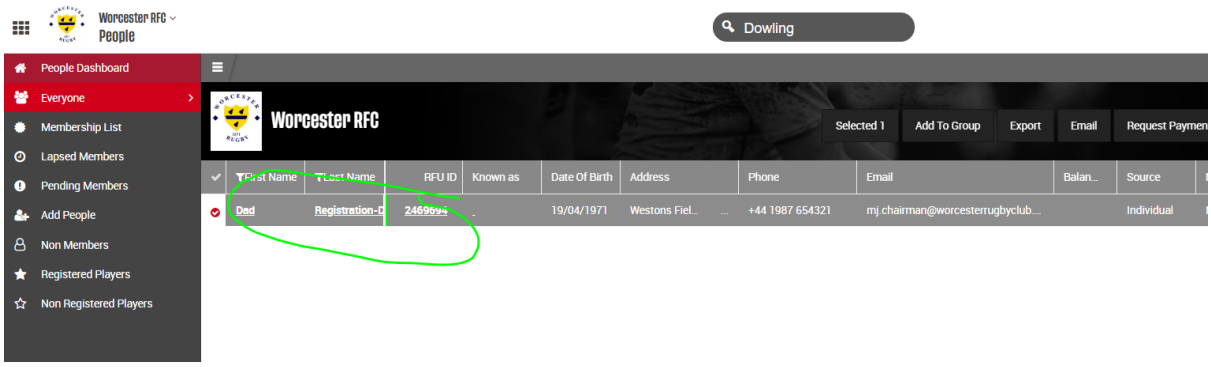


Click Continue



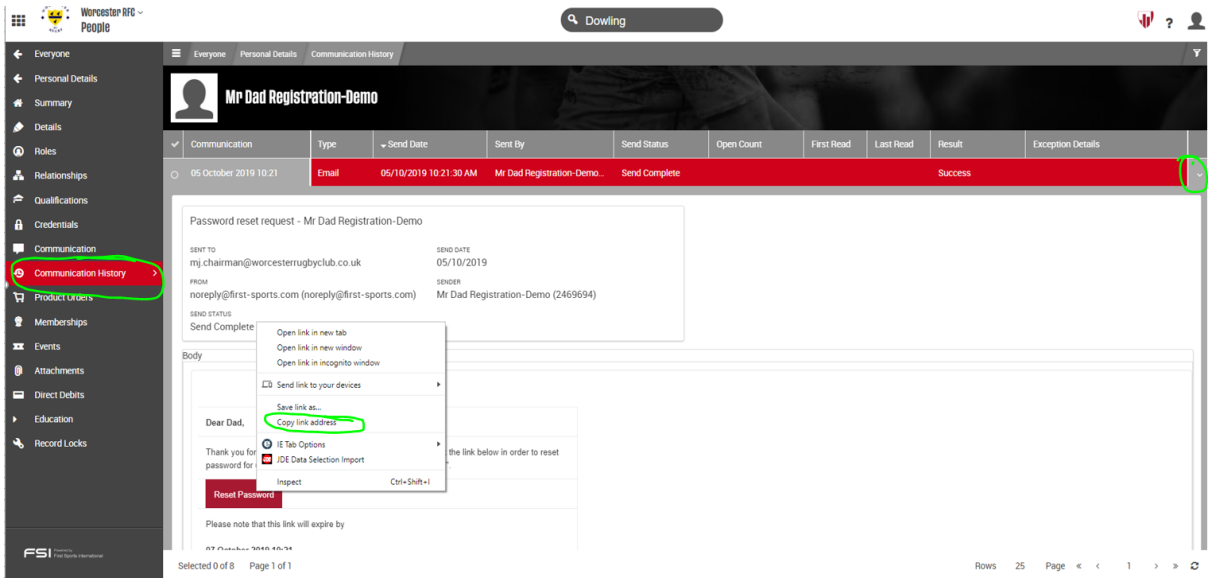
Log into GMS using your own account, access people App

Select Everyone. Use filters to find the record that you want to update. Click one of the hyperlink fields.



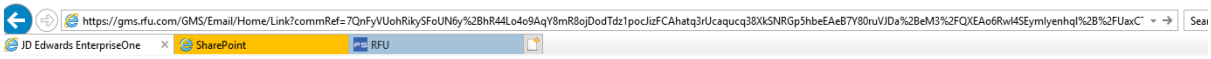
Select Communication History, click the down arrow (right hand side) on the most recent record.

Right click on Reset Password link, then select Copy Link Address

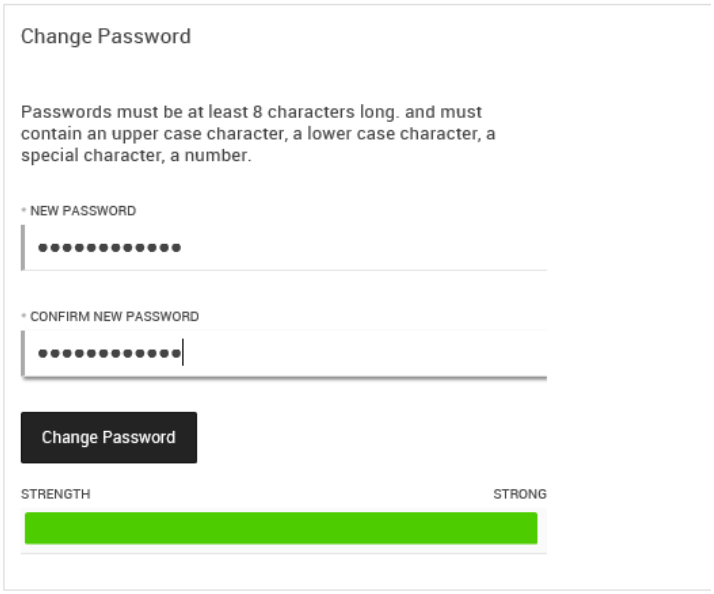


Open a new browser session, preferably a different browser. E.g. Internet Explorer if you are already Chrome

Paste the link in the address bar



Enter new password then click change password



Password has been reset. Test it works, then let the parent know the new password.