

My Users – Reset Password

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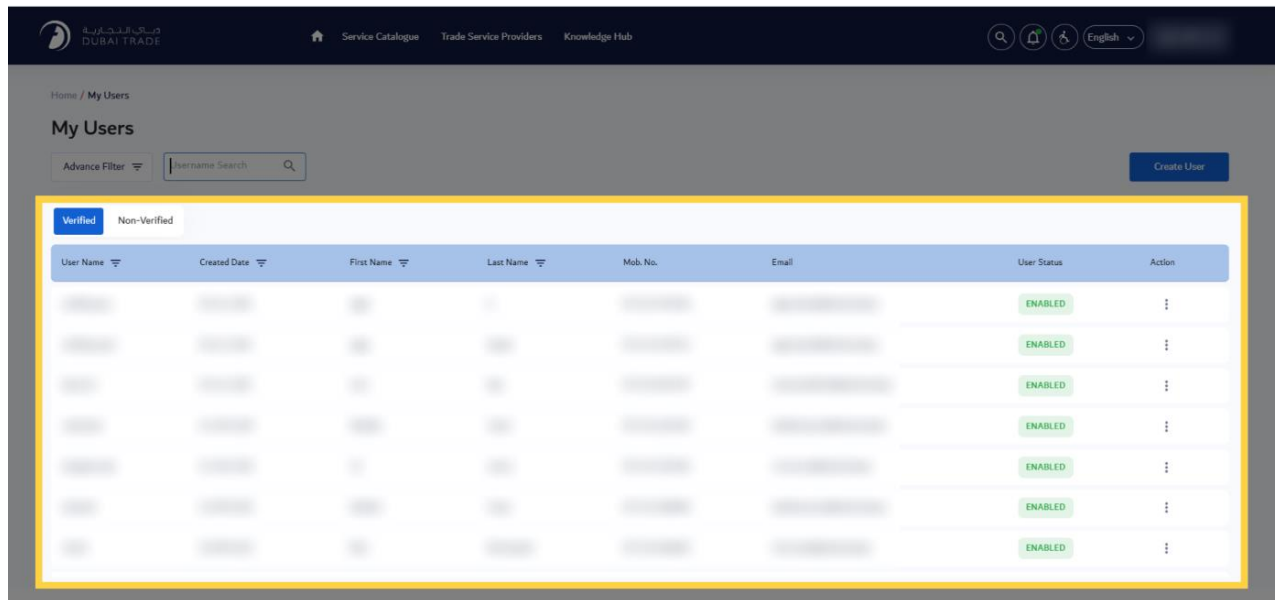
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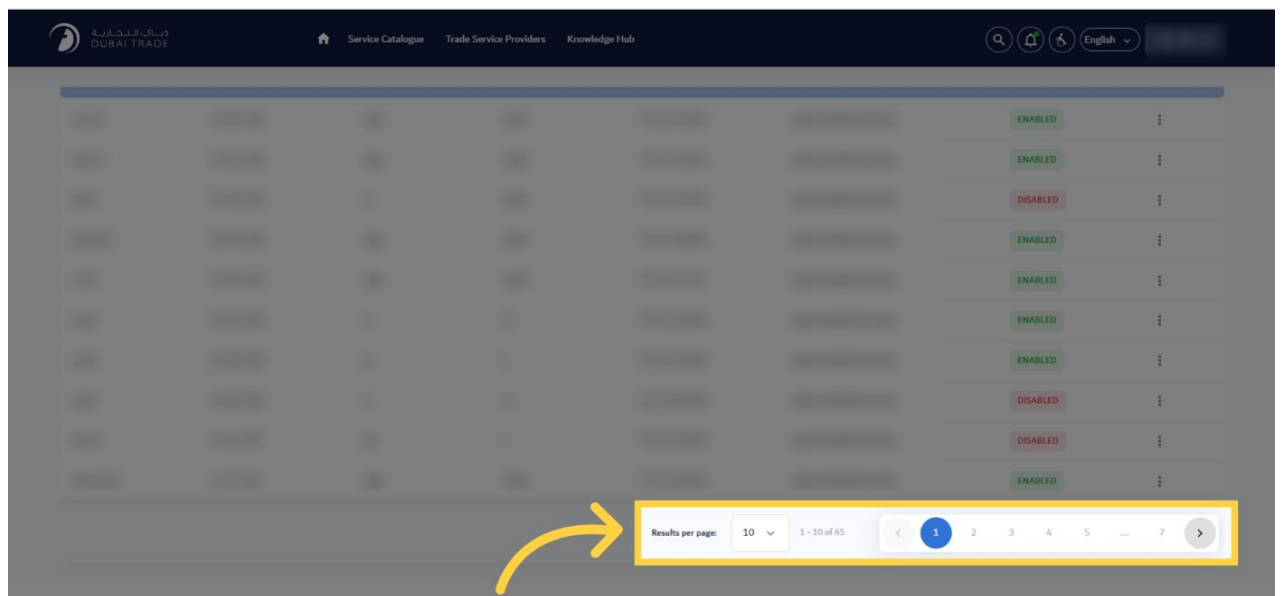
This guide walks you through how to efficiently reset a user's password within the 'My Users' section.

1. Introduction

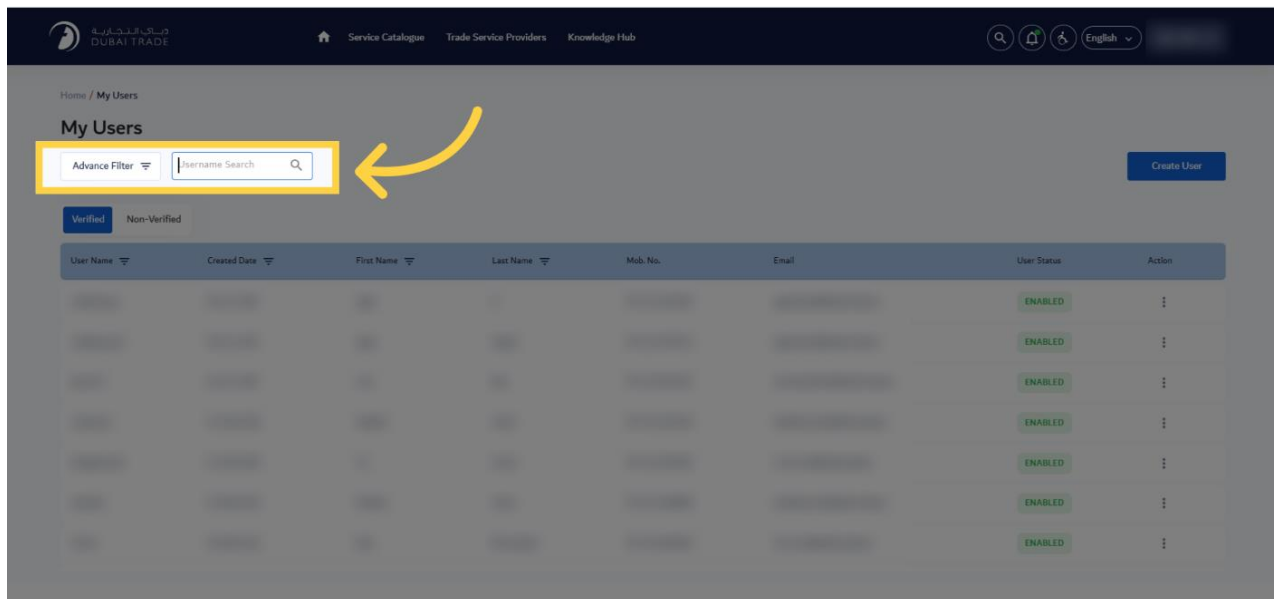
You will be taken to the list of all user accounts with their corresponding status.



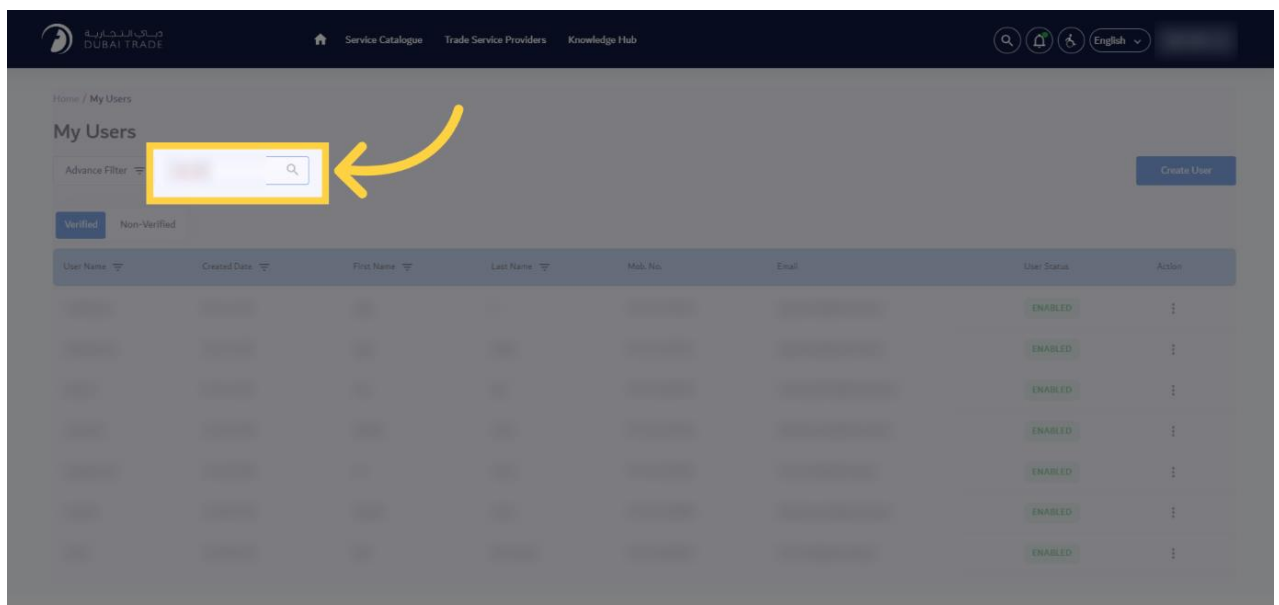
Use the navigation feature to browse and search through more than 10 records by moving between pages or adjusting the number of items displayed per page.



You can use the 'Advanced Filter' or "Specific Username" search to refine your results.



Enter the username here then hit the "Enter" button to retrieve records.



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Use the different advanced filter search criteria such as username, user status and the user creation date range, to help you refine your searches.

The screenshot shows the 'My Users' page with the 'Advance Filter' section highlighted by a yellow box. The filter section includes input fields for 'User Name', a dropdown for 'User Status', and date pickers for 'Created Date From' and 'Created Date To'. There are 'Reset' and 'Apply' buttons at the bottom of the filter section. Below the filter section, there are tabs for 'Verified' and 'Non-Verified' users, and a table with columns: User Name, Created Date, First Name, Last Name, Mob. No., Email, User Status, and Action.

Click on "Apply" to retrieve records or "Reset" to start again.

This screenshot shows the 'My Users' page with the 'Apply' button in the filter section highlighted by a yellow box. A yellow arrow points from the 'Created Date From' field to the 'Apply' button. The 'Reset' button is also visible next to it.

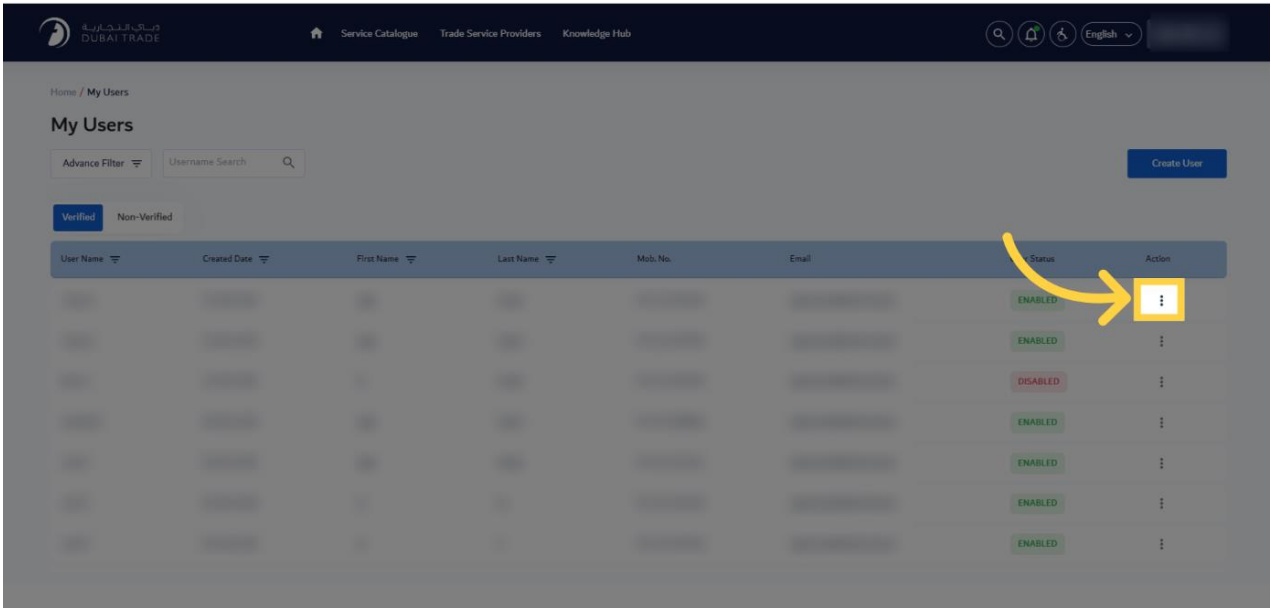
Records will be displayed here.

The screenshot shows the 'My Users' page with the table of users highlighted by a yellow box. The table has columns: User Name, Created Date, First Name, Last Name, Mob. No., Email, User Status, and Action. The 'User Status' column shows 'ENABLED' and 'DISABLED' statuses. The 'Action' column shows a vertical ellipsis for each user.

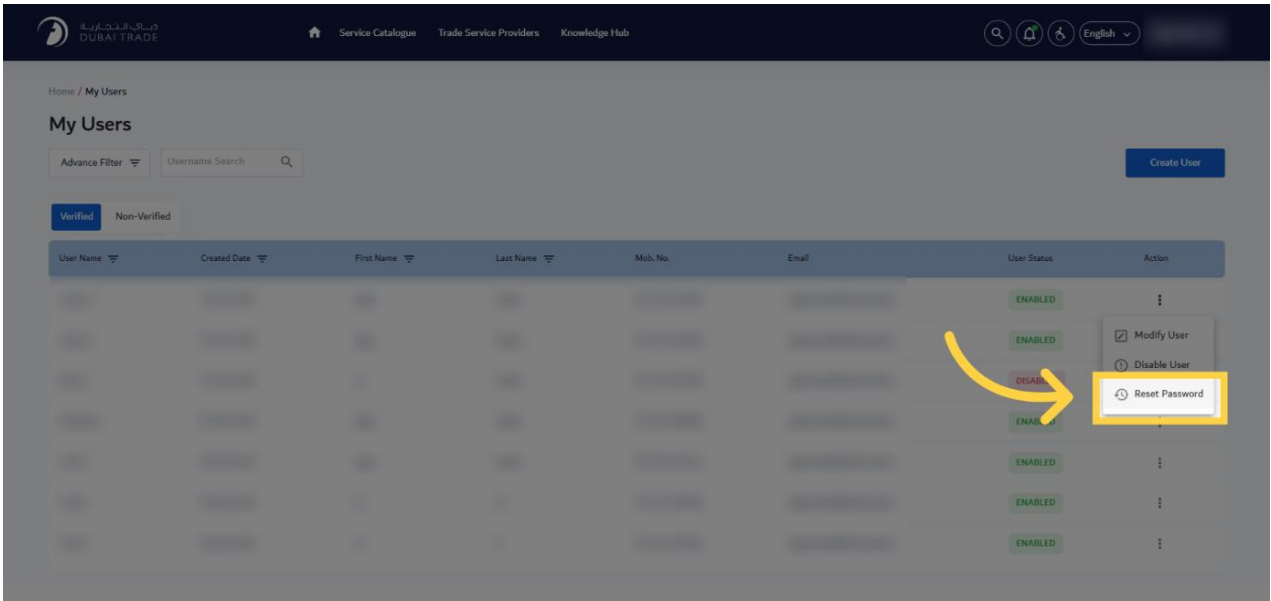
User Name	Created Date	First Name	Last Name	Mob. No.	Email	User Status	Action
						ENABLED	⋮
						ENABLED	⋮
						DISABLED	⋮
						ENABLED	⋮

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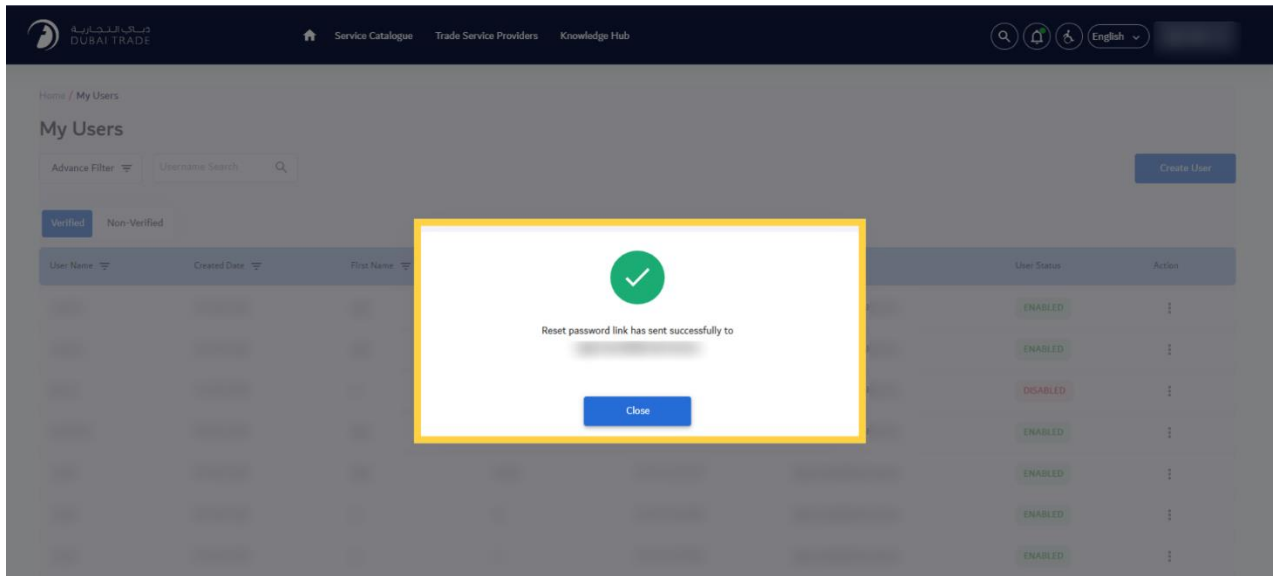
Choose the specific user whose password you need to reset to proceed with the update.



Initiate the password reset process by selecting the 'Reset Password' option for the chosen user.

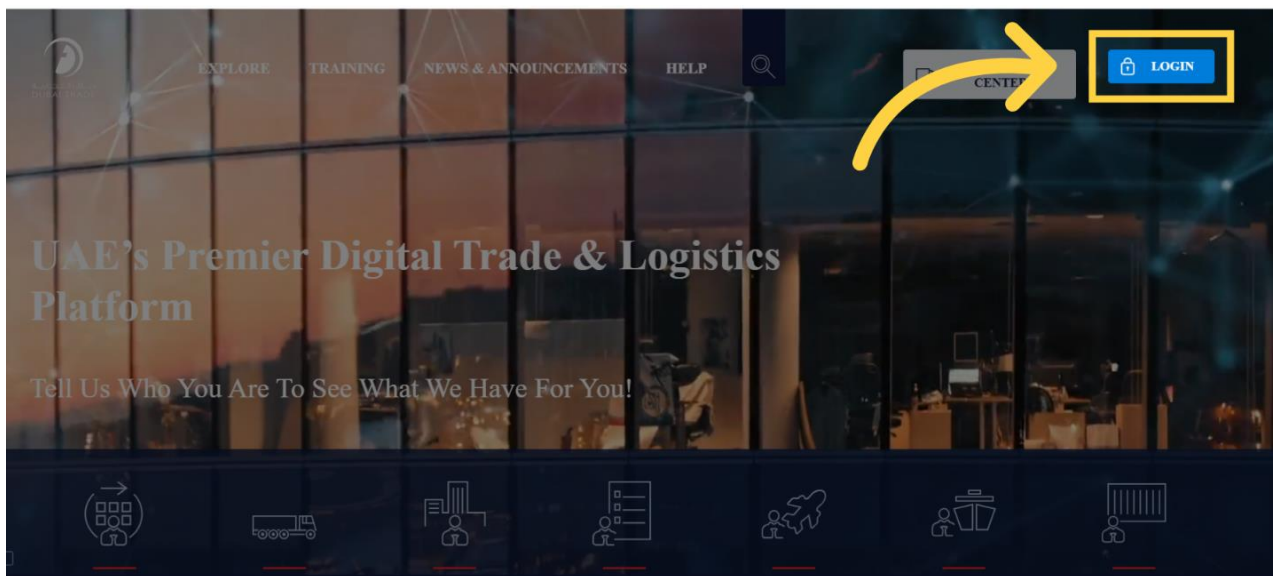


An email with the password reset link will be sent to the user's registered email address. Close the confirmation dialog box to go back to the user list.

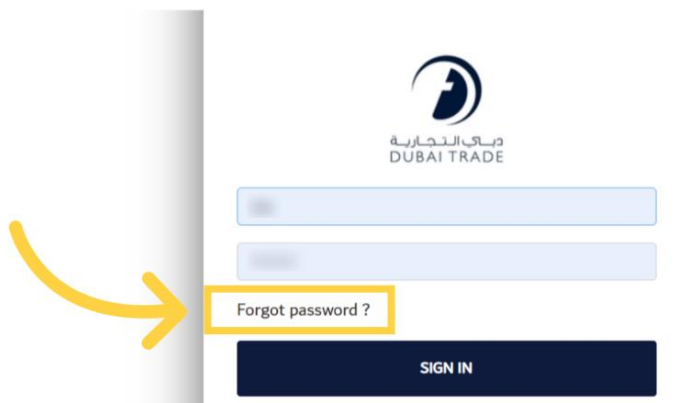


You may follow these steps to securely recover access by verifying your username and email address.

Go to www.dubaitrade.ae then click on “Login”.

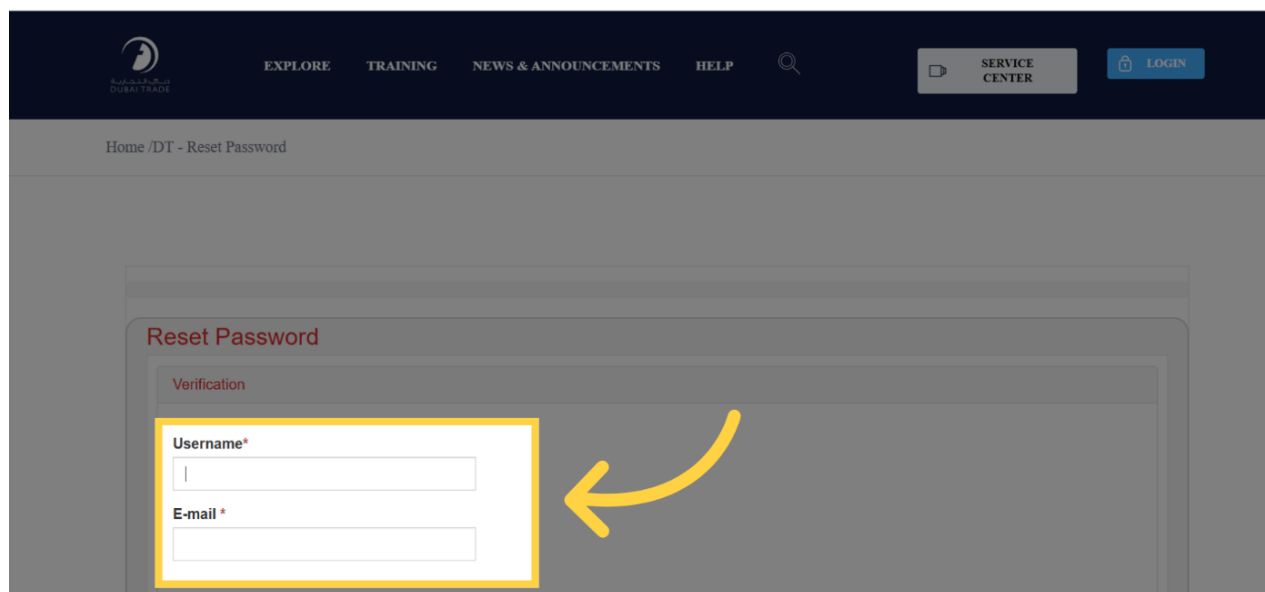


On the authentication page, please click on "**Forgot Password**" option.

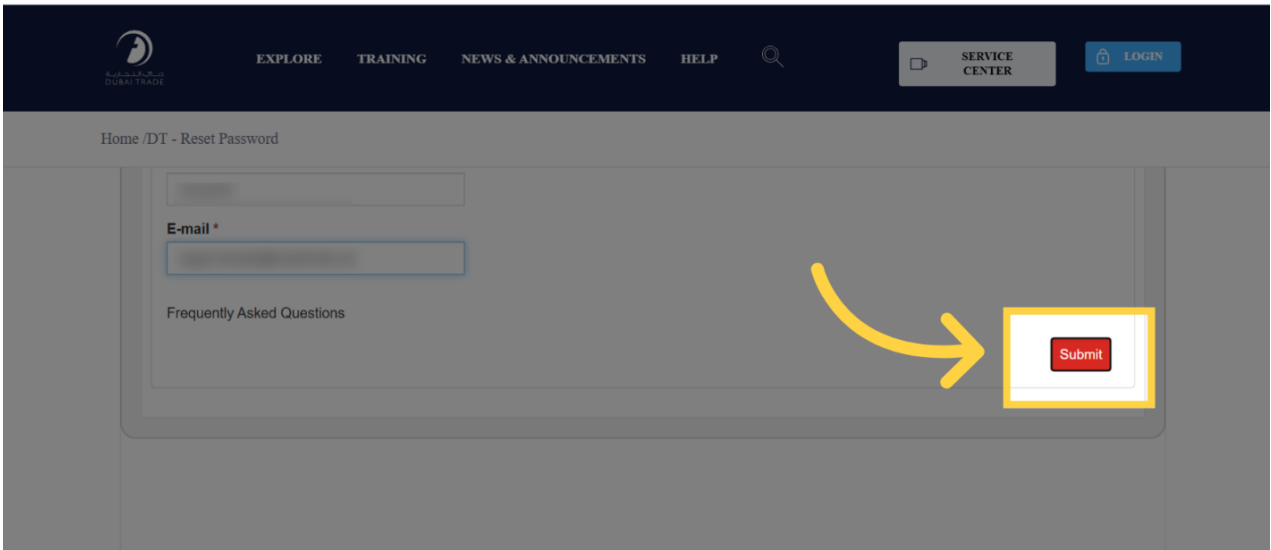


You will be redirected to the password recovery page where you can verify your information.

Enter your registered username associated with your account to proceed.

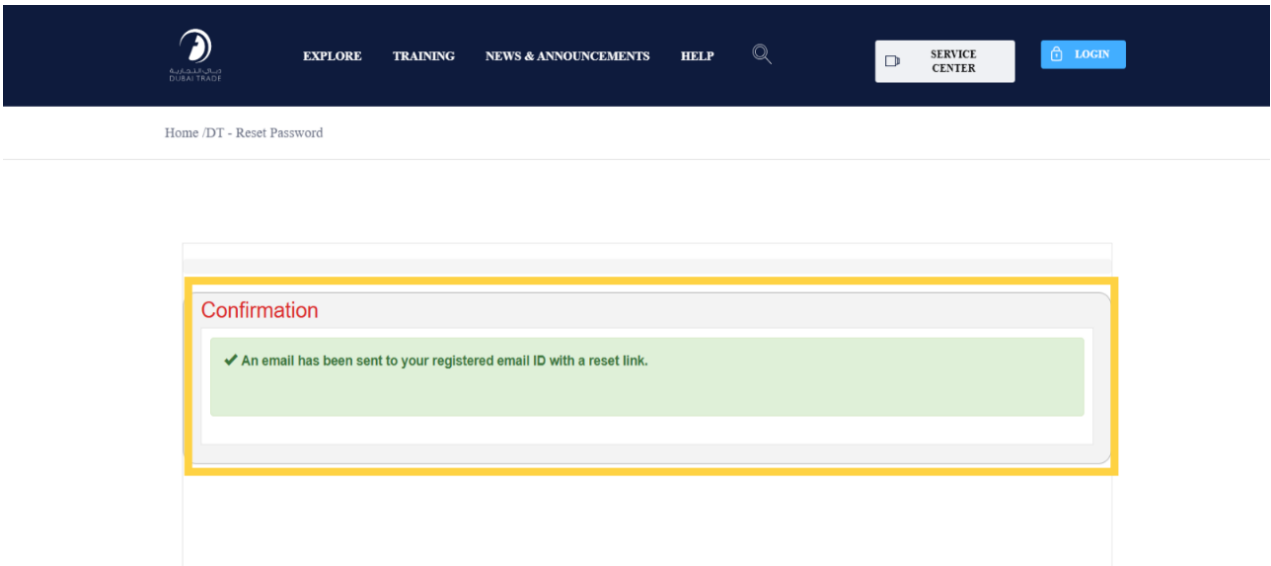


Submit the form to complete the request.



The screenshot shows the 'Reset Password' page of the 'DURAI TRADE' system. The page has a dark blue header with the logo and navigation links: EXPLORE, TRAINING, NEWS & ANNOUNCEMENTS, HELP, and a search icon. On the right of the header are buttons for 'SERVICE CENTER' and 'LOGIN'. Below the header, the breadcrumb 'Home /DT - Reset Password' is visible. The main content area contains a form with a password input field, an 'E-mail *' label, and another input field. Below these is a 'Frequently Asked Questions' section. A yellow arrow points from the form area to a red 'Submit' button, which is highlighted with a yellow border.

Await further instructions sent to your email to complete your password reset.



The screenshot shows the 'Confirmation' message on the 'Reset Password' page. The message is titled 'Confirmation' in red text. Below the title is a green box with a checkmark icon and the text: 'An email has been sent to your registered email ID with a reset link.' The entire confirmation box is highlighted with a yellow border.

This guide walked you through accessing the user management area, selecting a user, resetting their password, and confirming the action to ensure account security.

