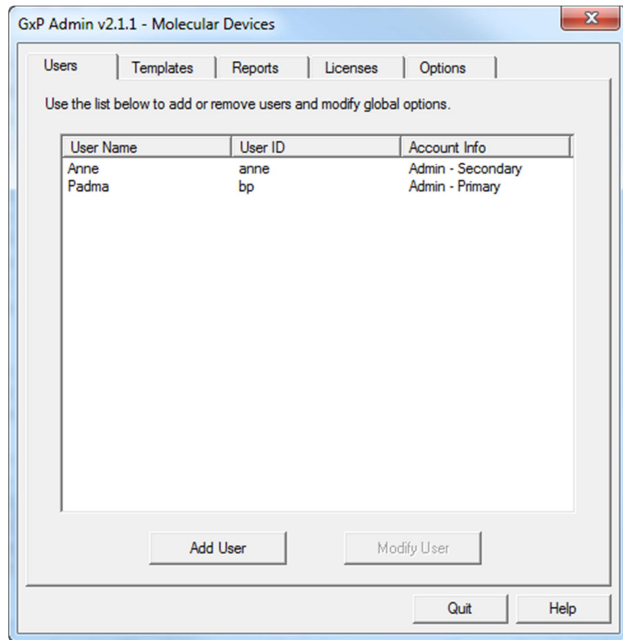
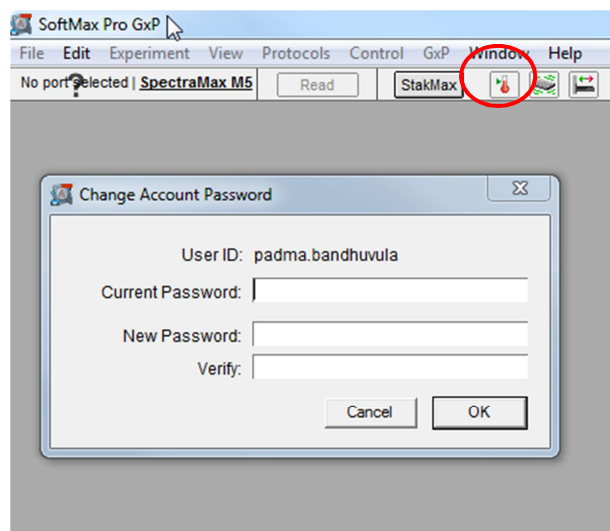


What if Primary Admin forgets the Primary Admin password when using SoftMax Pro GxP Admin 2.1.1?

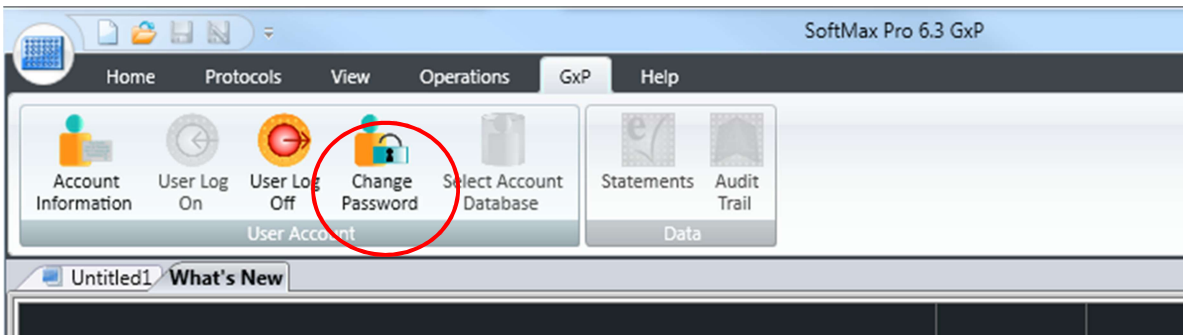
1. If a Secondary Admin account exists, the Secondary Administrator can log into the GxP Admin software and change or reset the password for the Primary Admin.
2. Then the Primary Admin can log on to the GxP Admin software to reset the password that was created by Secondary Admin. (Note: Primary Admin User Name and User ID cannot be changed.)



3. The password created by Secondary Admin can also be reset using the SoftMax Pro GxP application.
4. Open SoftMax Pro GxP.
5. Enter the Primary Admin user name and password created by Secondary Admin.
6. For SoftMax Pro v5.x, go to "GxP" and click on "Change Account Password"

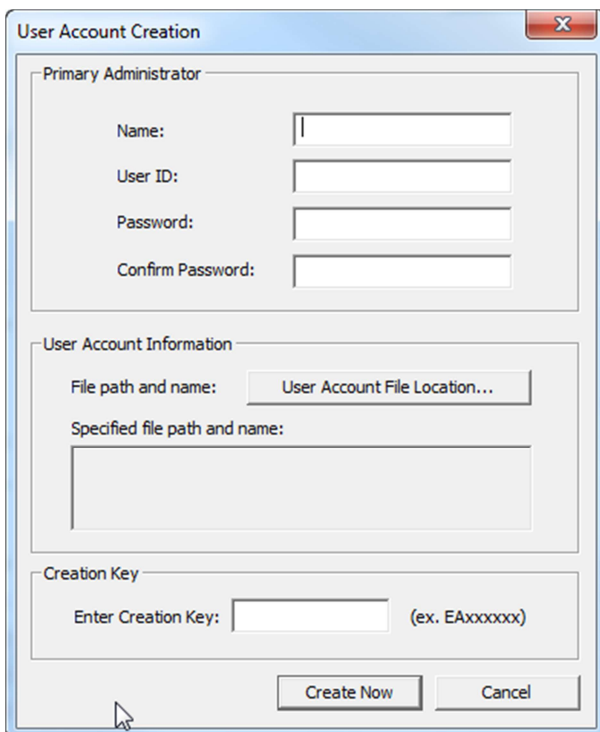


7. For SoftMax Pro v 6.x click on “GxP” and “Change Password”.



8. If the password is reset using SoftMax Pro, the change is saved automatically in the GXP Admin software also.

- If there is no Secondary Admin account, the Primary Admin will not be able to reset their password to access the current EDB file. A new EDB file needs to be created.
1. For new EDB file creation, you will need the Creation Key supplied with the initial GxP software purchase.
 2. Open the GxP Admin Software and click on “Create User Account”.
 3. Give the name of the Primary Admin.
 4. Create a new user ID. The User ID must be different from the old primary admin user ID.
 5. Then create a new password.
 6. Save the new EDB file by going to “User Account File Location”.
 7. Enter the creation key in the box “Enter Creation Key”.



User Account Creation

Primary Administrator

Name:

User ID:

Password:

Confirm Password:

User Account Information

File path and name:

Specified file path and name:

Creation Key

Enter Creation Key: (ex. EAxxxxxx)

Create Now Cancel