



Reset iCX User Passwords via iPD

Job Aid

Roles Impacted

Admin

Last Revised

May 4, 2026

R9.6.0.0



Introduction

This job aid provides step-by-step instructions for resetting vendors' (iCX users) passwords using iPD.

Process Overview

This job aid covers the following activities:

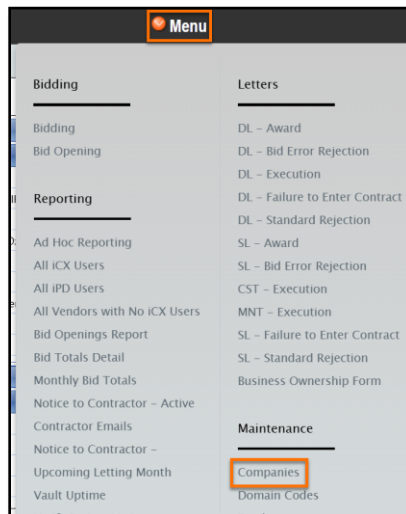
- [Resetting Password in iPD](#)

Resetting Password in iPD

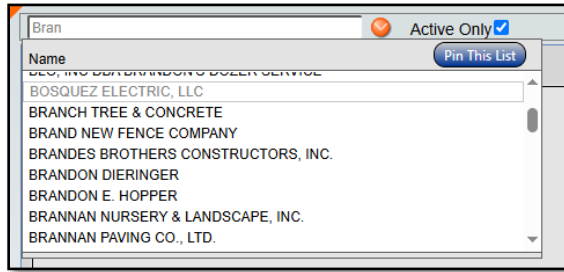
1. Access the **iPD** page and log in using your credentials.



2. Navigate to **Menu** on the top, then select Companies

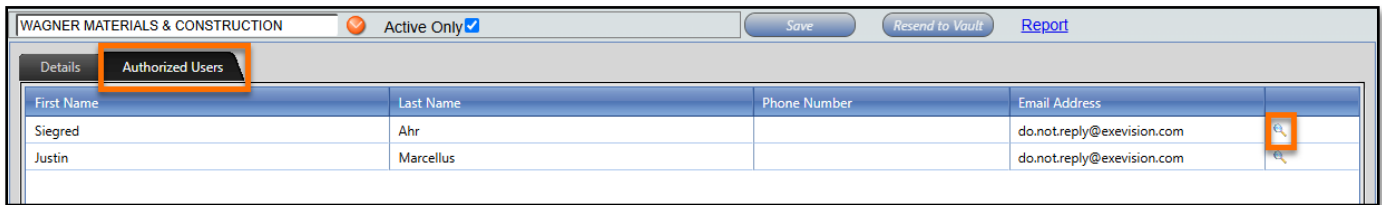


3. Select the appropriate company.



4. Click on **Authorized Users**.

5. Select the **user** (whose password needs to be reset) by clicking on the  to the right.



6. Click on **Reset Password**

This action will do the following:

- **Unlock** the user's iCX account if it was locked
- Send a **temporary password** to the user's registered email address

