

Audatex *Estimating*™

Audatex *Claims Manager*™

How to Reset a Password for Audatex Estimating or Claims Manager Platform



IMPORTANT: An active internet connection is required to reset a password.

Password Change from My Settings

Follow these steps when the current password is known, but needs to be changed.

1. Log in to **Audatex Estimating** or **Claims Manager**.
2. Click the **My Settings** link.

A	S	M	Loss Date	BID	Claim #	Task Type	Owner	Assigned To	Actions
			04/07/2017		98456456	Loss Report		Michigan	Actions...
			04/07/2017		98456456	My Claim		Tech Body Shop	Actions...
			04/07/2017		98456456	Monitor		Tech Body Shop	Actions...

3. Select the **Check here to change your password** check box.

General Settings

User Id: AKOLEduc

*First Name:

*Last Name:

Middle Name:

Address 1:

Address 2:

City:

State:

Country:

Postal:

Phone1:

Phone2: - x

Phone3: - x

*Email Address:

Language:

*Start Page:

Note: 1. Changes made to the Language and Start Page settings will take effect in approximately 20 minutes
2. If you are an Estimating user, go to the Preferences page in Setup to change your language preference.

*Security Challenge Question:

*Security Challenge Response:

Check here to change your password

*Current Password:

*New Password:

*Confirm Password:

Submit Role Settings

4. Type the **Current Password**.
5. Type a **New Password**.
Note: The password must be at least six characters long and cannot be the same as one used for the nine previous passwords.
6. Type the new password in the **Confirm Password** field.
7. Click the **Submit** button.
8. Click the **OK** button on the confirmation window.
9. Click the **Email Address** field.
Note: In order to use the **Forgot Password** link it is necessary to have a valid email address.
10. Type a valid email address.

11. Click the **Security Challenge Question** drop-down list.
12. Select a security challenge question.
13. Click the **Security Challenge Response** field.
Note: *In order to use the **Forgot Password** link it is necessary to have a challenge question set up.*
14. Type the response to the security challenge question.
15. Click the **Logout** link.
16. Login with the new password.

Use Forgot Password

Follow these steps when the current password is not known or has been forgotten.



Important Note: *In order to use the **Forgot Password** link, the user must have set up a **Challenge Question / Answer** and/or valid **Email** address in the **My Settings** page in Audatex Estimating / Claims Manager.*

1. Click the **Forgot Password?** link.

2. Type the **User ID** for the password reset.
3. Click the **Submit** button.
4. Type the email address that is registered to the User ID.
 ~OR~
 Type the answer to your challenge question.
Note: *Do not enter both the email address and the challenge question response. Only enter one or the other to reset the password.*
5. Click the **Submit** button.
6. Type a **New Password**.
7. **Note:** *The password must be at least six characters long and cannot be the same as one used for the nine previous passwords.*
8. Type the new password in the **Confirm Password** field.
9. Click the **Submit** button.
10. Click **Continue**.
11. Verify or make corrections to the following information when taken to the **My Settings** page:
 - Email Address
 - Security Challenge Question
 - Security Challenge Response
12. Click the **Submit** button.
Note: *When no changes are required, the **Submit** button is inactive. Click the **Work List** link the left side navigation to continue.*