MRC Holland Support

How can I reset my Coffalyser.Net login password?

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There are several methods to reset your password for Coffalyser.Net. Please choose the one that appropriately fits your situation.

Reset with a secret question and answer

Follow this procedure if you have configured a secret question and answer when creating your account.

1. Start Coffalyser.Net.
2. Select the appropriate server in the Server Selection dialog and click OK.
3. In the login dialog fill in your account username.
4. Click the Forgot Password? button (next to the password text field).
5. In the dialog that opens, answer the secret question and click OK.
6. Enter a new password and click OK.
7. Click OK to confirm the reset of your password and to return to the login dialog.
8. Click Login to access the software with your new password.

Reset by your Coffalyser.Net Server Administrator

Follow this procedure if you don't have a secret question and answer, and you **are not** a Coffalyser.Net Server Administrator.

1. Ask your Coffalyser.Net Server Administrator to enter a new password for your user account.
2. Log in to the software with your new password.

If you are a Server Administrator and need to reset the password of another user, you can do so as follows:

1. Start Coffalyser.Net and log in.
2. Right-click on Users in the panel on the right side and choose Open. You can either click on the general list of users or open the list of users for a specific organisation.
3. Right-click on the user and choose Edit.
4. Enter a new password for the user and press OK.

5. Consider advising the user to change their password after their first login.

Reset using the Coffalyser.Net support utilities

Follow this procedure if you don't have a secret question and answer, and you **are** a Coffalyser.Net Server Administrator. This procedure resets the password of the Server Administrator account created during installation of Coffalyser.Net. Access to the [email address associated with the Coffalyser.Net license](#) and access to the computer that runs the Coffalyser.Net Server application is required for this procedure to work. Note that this procedure probably applies to you if are the only user of a local copy of Coffalyser.Net.

1. Press and hold the CTRL and SHIFT keys on the keyboard, and start Coffalyser.Net. Once the Coffalyser.Net support utilities form is loaded, release the keys.
2. Navigate to the tab reset Admin password.
3. Click on the Verify Coffalyser.Net Configuration button. Wait until the verification process is complete, then click OK to continue.
4. Click on the Verify Database Configuration button. Wait until the verification process is complete, then click OK to continue.
5. Click on the Request Authorisation Code button. Allow Coffalyser.Net to connect to MRC Holland's website (if required) by clicking Always. A pop-up box will appear to inform you that an email with an authorisation code has been sent to the email address registered with Coffalyser.Net.
6. Click on the Verify Authorisation Code button. Allow Coffalyser.Net to connect to MRC Holland's website (if required) by clicking Always. Enter your authorisation code and click OK.
7. Wait until the verification process is complete, then click OK to continue.
8. Enter a new password in the designated text fields.
9. Click on the Change Admin Password button to reset the password.
10. Restart Coffalyser.Net and log in to the software with your new password.

Tags
Coffalyser.Net

Disclaimer

The information provided in this material is correct for the majority of our products. However, for certain applications, the instructions for use may differ. In the event of conflicting information, the relevant instructions for use take precedence.