Reset a Consumer Password

Login to the CMP



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Home	Welcome
Consumers	
Sites	You are logged in as
Devices	Using the login account IL.COM
Components	View Privacy Policy
Wash Passes	
Consumer Passes	
VIA Guard	
Credit Cards	
Payments	
Message Log	

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To reset a Consumer's password, start by going to the Consumers section.

Home

Sites

Devices

Components

Consumers

Consumer

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Input the consumer's information in the search field to find the consumer.

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Once found, select the gear icon.

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Select the pencil icon.

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Home	Timestamp 3/7/20 5:03:14 PM	Modified 7/23/21 6:00:09 AM	
Consumers	First Name	Last Name	
Sites		Ca	
Devices	Email	Phone Number	
Components		+1330	
Wash Passes	Favorite Site	License Plate Fail Count	Mobile Visibility Visible
Consumer Passes	Reset Descured		
VIA Guard	Disabled		
Credit Cards	Submit		
Payments			
Message Log			

Select the "Disabled" button so it becomes enabled.

Home	Timestamp 3/7/20 5:03:14 PM	Modified 7/23/21 6:00:09 AM	
Consumers	First Name	Last Name	
Sites	D	Ca	
Davisos	Email	Phone Number	
Devices	D	+1330	
Components	Favorite Site	License Plate Fail Count	Mobile Visibility
Wash Passes	Fla	✓ 14	Visible
Consumer Passes	Reset Password New Password		
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Payments			
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Test the password

Make sure you are logged out of your app. Log in with the phone number and the new password you just set in the CMP. By logging into the app, you confirmed that the password reset you just did in the CMP, completed correctly. Advise the consumer of the new password.





Don't forget to log back out of the consumer's account from your app.

Thank you!

