

Reset a Consumer Password

Login to the CMP



Home

Consumers

Sites

Devices

Components

Wash Passes

Consumer Passes

VIA Guard

Credit Cards

Payments

Message Log

Welcome

You are logged in as [redacted]

Using the login account [redacted]@IL.COM

[View Privacy Policy](#)



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

- Home
- Consumers**
- Sites
- Devices
- Components
- Wash Passes
- Consumer Passes
- VIA Guard
- Credit Cards

Consumer			
First Name	Last Name	Phone Number	Email
8/			
N		7/30/21	
7/			
M		7/20/21	
Br		/5/21	
A		/5/21	
Ja		7/3/21	
7/			
Re		er 6/25/21	
ry		s/23/21	



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

Home

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Consumer

First Name



Last Name

33

Email

D

3/7/20



1



Once found, select the gear icon.

- Home
- Consumers
- Sites
- Devices
- Components
- Wash Passes
- Consumer Passes
- VIA Guard
- Credit Cards
- Payments
- Message Log

Info

Send Notification 

Registered 3/7/20	Name Dc
Phone # +1330	Favorite Site -
Email DO	License Plate Fail Count 14

Card Information

Current Cards

426290*	Charge Card >
426290*	Charge Card >

Deleted C

426290*	Charge Card >
426290*	Charge Card >
426290*	Charge Card >

Recent Payments

Timestamp	Amount	Method	Plate	Site	Device
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Select the pencil icon.

Home Timestamp 3/7/20 5:03:14 PM Modified 7/23/21 6:00:09 AM

Consumers

First Name: D  Last Name: Ca

Sites

Devices

Email: D Phone Number: +1330

Components

Wash Passes

Favorite Site: Fl  License Plate Fail Count: 14 Mobile Visibility: Visible

Consumer Passes

VIA Guard

Reset Password: Disabled 

Credit Cards

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: D
Last Name: Ca

Email: D
Phone Number: +1330

Favorite Site: Fl
License Plate Fail Count: 14
Mobile Visibility: Visible

Reset Password: Enabled

New Password:

Submit

Sites
Devices
Components
Wash Passes
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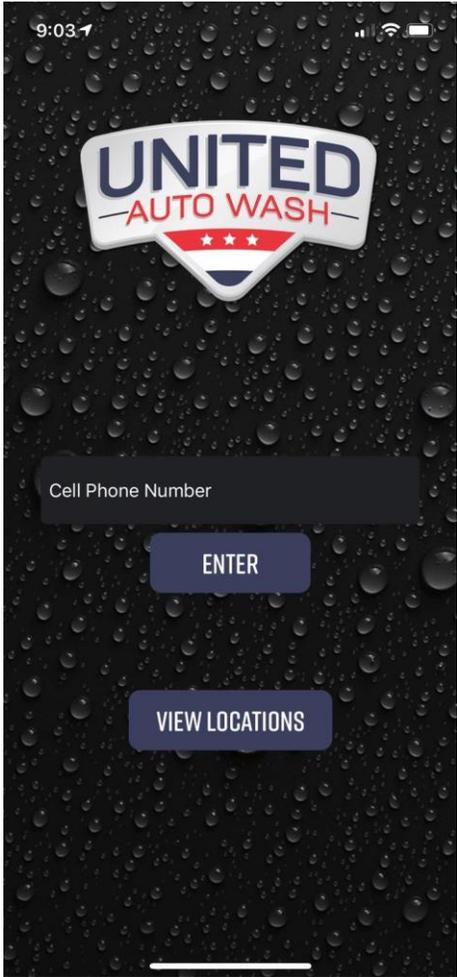


Enter a new password for the consumer and press “Submit”.

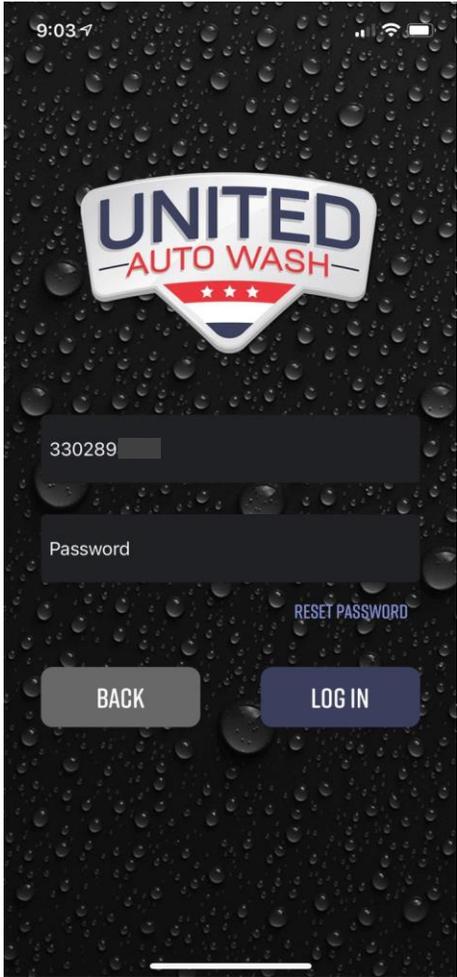
Test the password

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.

Screen 1



Screen 2



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

Thank you!

