




About managing self-registration user records

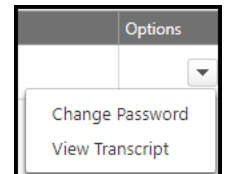
You can reset passwords, unlock user accounts, and update email addresses of *external users who created their accounts via your program's self-registration process*.

 If you receive a help request from an external user whose account was created under a different self-registration program, forward the request to that program's admin. Depending on your permissions, you may not be able to find their account in User Search. If you're unsure which other program they belong to or who their program admin would be, contact your regional Cornerstone system administrator for assistance.

Reset user's password

External self-registration users log in to Cornerstone with a username and password, unlike internal users who access Cornerstone via STAR ESS (PeopleSoft). An external user can reset their password themselves by selecting **Forgot Password** on the login screen and correctly answering their security questions. However, there may be cases where you need to reset their password for them.

1. Select **Admin** in the menu; then select **Users** to open the User Search.
2. Search for the user.
3. Select the dropdown button in the Options column.
4. In the dropdown menu, select **Change Password**.
5. In the Password Reset Options popup, select **"define a temporary password."** Select **OK**.
6. Follow the password criteria when creating the password.
7. Select **Save**.
8. Communicate the temporary password to the user; Cornerstone will not notify them of the new password.



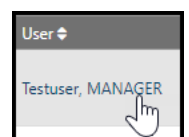
Unlock user's account

When a user attempts to log in with the wrong password five times in a row, their account will be locked for one hour. You can unlock their account manually during that hour.

1. Select **Admin** in the menu; then select **Users** to open the User Search.
2. Search for the user.
3. Select the dropdown button in the Options column.
4. In the dropdown menu, select **Unlock Account**. This choice is only available on an account that is currently locked.

Update user's email address

1. Select **Admin** in the menu; then select **Users** to open the User Search.
2. Search for the user.
3. Select the name of the user in the search results to open the User Record.





Update self-registration user email and password



4. Select the **Edit Record** button in the bottom right corner of the screen.
5. In the Contact section, update the Email Address field with the new address.
6. If the username was the same as the old email address, update the User Name field to match the new email address as well. The User Name field is in the top section of the page, above the Contact section.
7. Select the **Save** button in the bottom right corner.



Users should only have one Cornerstone account. If you receive an error message that the email address must be unique, it means that the user has another account associated with that email address. The system checks email addresses on all accounts, even those that have been inactivated or denied user record approval.

To fix the “not a unique email address” error:

1. On the User Search page, enter the email address that caused the error in the Email field.
2. Change the User Status dropdown from Active to All to view user records in all statuses.
3. Select **Search**.
4. If the other account under that email address is inactive *and* it was created via your program’s self-registration process, you may edit the inactive account using the steps below. *For any other situation, contact your regional Cornerstone system administrator for help.*
 - a. Select the name of the inactive user account in the search results.
 - b. Select the **Edit Record** button in the bottom right corner of the screen.
 - c. Change the email address by appending “OLD” to it (e.g., “AJones@kenoshacounty.gov” becomes “OLDAJones@kenoshacounty.gov”).
 - d. If the username was the same as the email address, append “OLD” to the beginning of the username as well.
 - e. Select the **Save** button in the bottom right corner.



If a user has more than one account, and the other account(s) are not part of your self-registration program, contact your regional Cornerstone system administrator.