

About this guide

This guide shows how someone with permission opens the **Users** list from **Security**, chooses **Change password** for a person, and walks through the confirmation dialogs. The automated screenshots **do not** save a new password: they tap **YES** to open the password fields, fill example text, then tap **Cancel** on the password form.

If a picture shows a **blue frame**, it is only to help you follow the steps; it is not part of the app.

BEFORE YOU START

- You are logged in as **Administrator**, **Supervisor**, or **Chief**. **Security** staff see the list but cannot change another user's password from here.
- Pick a **test user** when you practice. Changing a password is real: that person will need the new password to sign in.
- Choose a strong password that meets your community's rules. Type it twice so both fields match before you confirm.

WHAT YOU WILL DO

You will open **Profile** → **Security** → **Users**, open one person's menu, tap **Change password**, answer the first confirmation, then enter the new password twice in the next dialog.

STEPS

STEP 1 Open the Users list

From **Profile**, go to the **Security** tab. Tap **Users**. When the list loads, you will see active users and their cards.

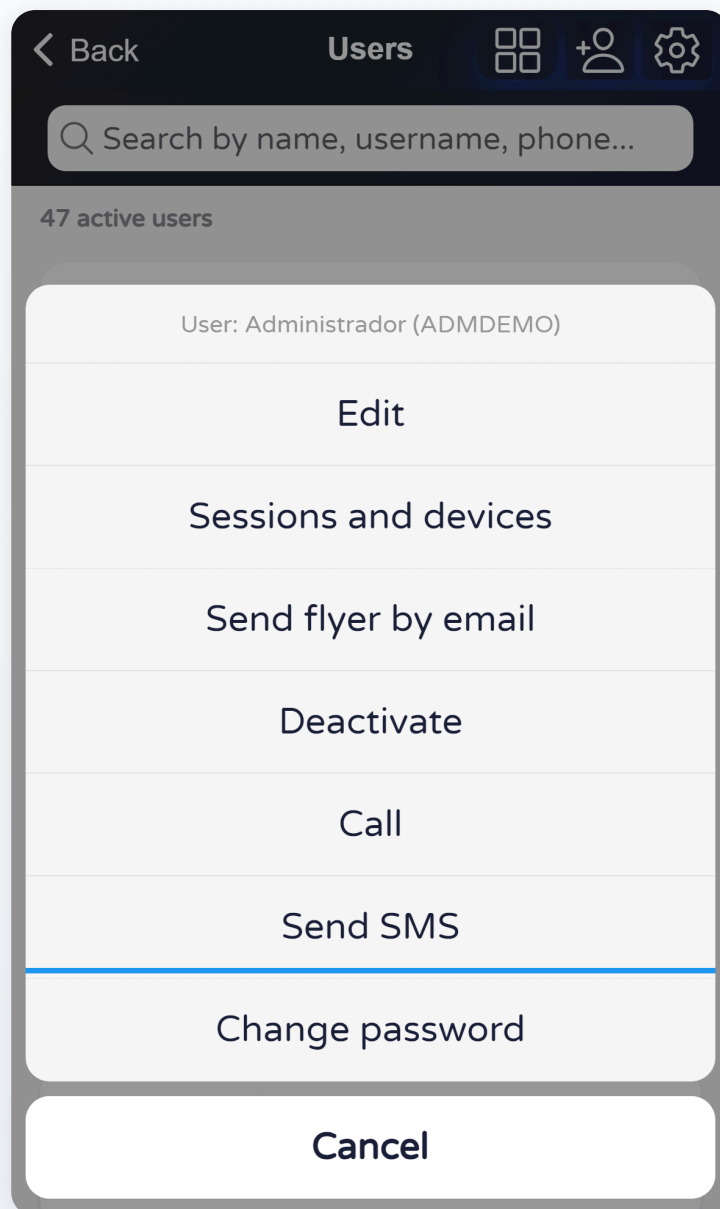
Mobile application interface showing a list of users. The header includes a back arrow, the title "Users", and icons for a grid, adding a user, and settings. A search bar is present with the placeholder text "Search by name, username, phone...". Below the search bar, it indicates "47 active users". The list contains five user entries, each with a profile picture, name, role, and contact information.

Name	Role	Contact Info
Administrador	Administrator	ADMDemo, +524426805331, jfeurotecnica@gmail.com
juan ramon	Administrator	ADMVZLA
Andres ARB1	Other	ARB1, 60521310, raul.a.gil.j@gmail.com
ARB1INQ	Tenant	ARB1INQ
Jonathan Garro	Owner	ARB3

Example of the Users list after it loads

STEP 2 Open the menu and find **Change password**

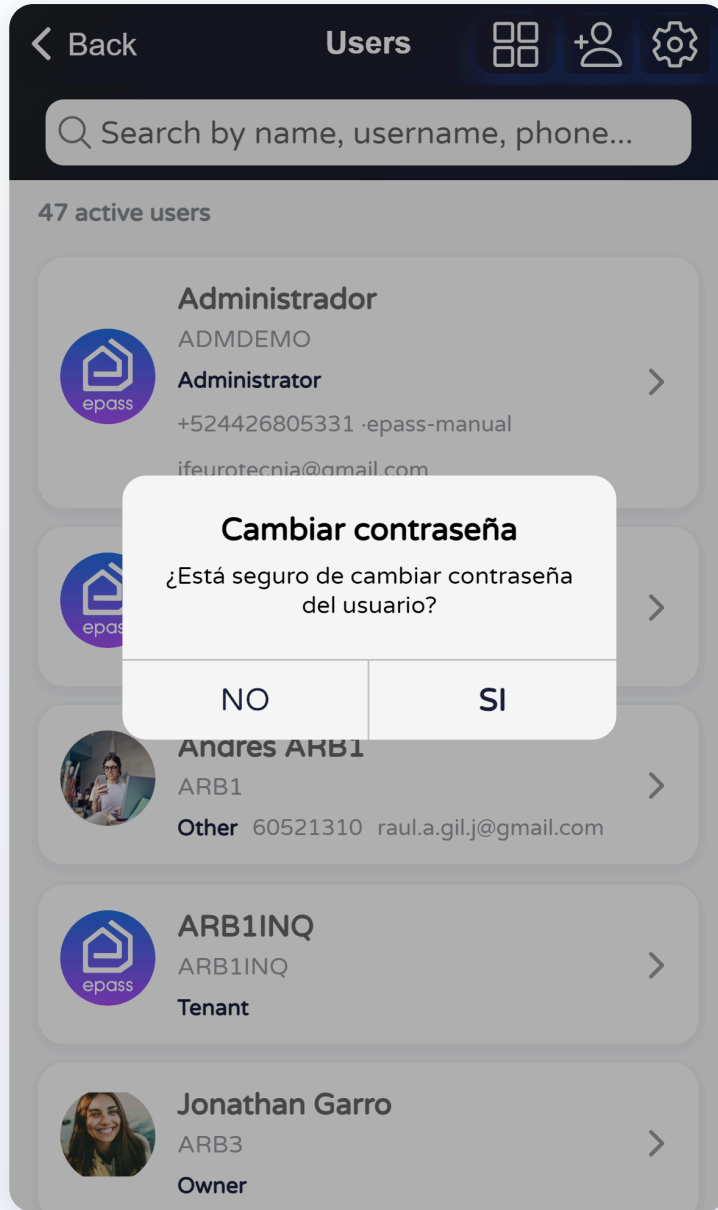
Tap the person's card. A menu opens from the bottom. **Change password** starts the process for that account (next steps).



Change password is marked in the menu (example)

STEP 3 Confirm that you want to change this user's password

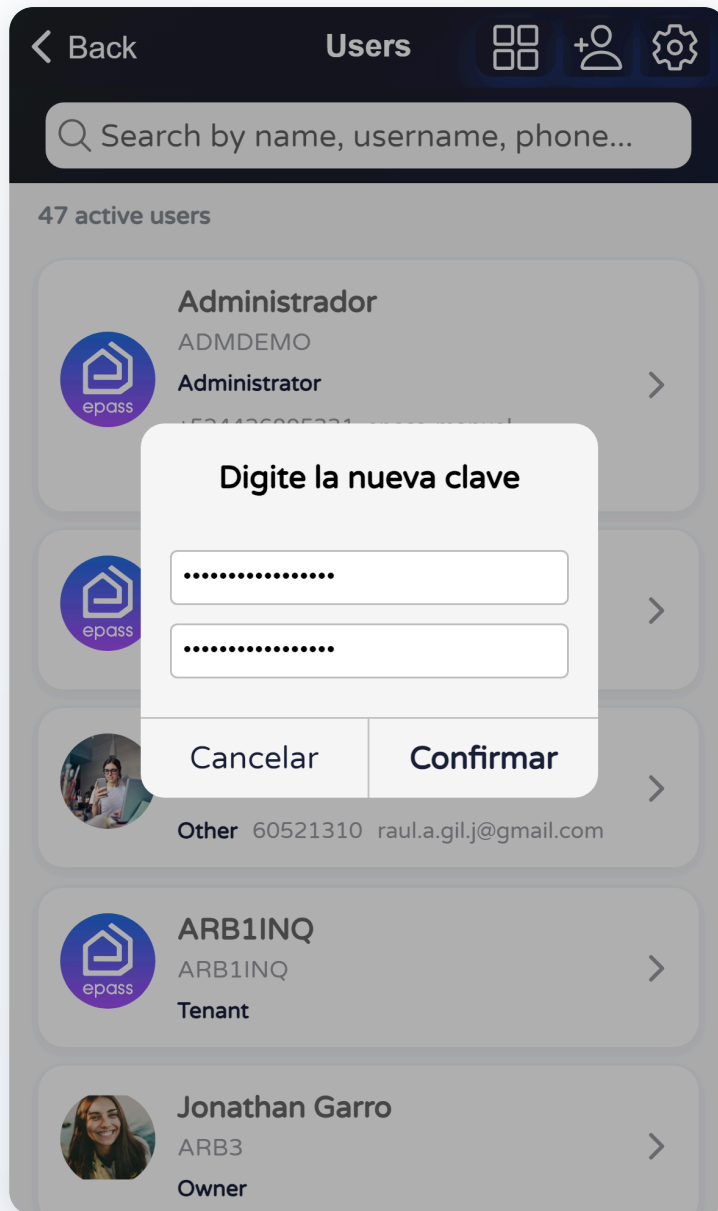
A message asks whether you are sure. Tap **YES** to continue to the password fields, or **NO** to stop. In some app languages the menu may be translated but these dialogs can still appear in Spanish.



Example of the first confirmation

STEP 4 Enter the new password twice

Type the **new password** in the first field and **repeat it** in the second. Tap **Confirm** only when both match and you are sure. The app then saves the change and may show a short success notice. Tap **Cancel** to close without saving.



Example of the password fields in the dialog

USEFUL NOTES

- The automated run fills example text in the fields for the picture, then taps **Cancel** so no real password is stored.



Thank you for using EPASS

Help for administrators managing users.

Administrator guide · Users · EPASS · 2026