




Changing a password

Please follow the steps below to change your password.

The screenshot shows the RDN web application interface. At the top, there is a navigation bar with the RDN logo, user information (Carrie Barbour), and links for Documentation, Support, and Logout. Below this is a main menu with various options: Main Menu, Add Order, Open Orders [2018], My Orders [12], MultiSearch, Clients/Assignees, Adjusters (highlighted with a red box), Accounting, and CarsArrive. A secondary menu below shows various status counts: Repos >Mar 1st [1], New Web [29], New Updates [184], Pending: H[11] C[3553], Agent [0], On Hold [1], Need Info [4], and OPENLANE. Below the menu is a search form with fields for First, Last, Client Acct #, Ref #, Case #, VIN, and Invoice #, and a Go button. A blue banner below the search form says "Welcome Carrie Barbour with 1 RDN Demo". Below that is a blue banner with "0 Incoming Faxes Waiting [RDN Fax #:000-999-0000]". At the bottom, there is an orange banner for "RDN Announcements" with a message dated 2014-03-03 18:05:00: "RDN is pleased to announce our next release scheduled for production on March 5th. Please click here to see the release notes for new features." A red box with the text "Select 'Adjusters'." is positioned over the Adjusters menu item, with a red arrow pointing to it.

Changing a password

 Last Sign On: March 6, 2014 at 4:41 pm MST Carrie Barbour [Documentation](#) [Support](#) [Logout](#)

[Main Menu](#) [Add Order](#) [Open Orders \[2018\]](#) [My Orders \[12\]](#) [MultiSearch](#) [Clients/Assignees](#) [Adjusters](#) [Accounting](#) [CarsArrive](#)

[Repos > Mar 1st \[1\]](#) [New Web \[29\]](#) [New Updates \[184\]](#) [Pending: H\[11\] C\[3553\]](#) [Agent \[0\]](#) [On Hold \[47\]](#) [Need Info \[4\]](#) [OPENLANE](#)

First Last Client Acct# Ref# Case# VIN Invoice# [Go](#)

Logged in as: Carrie Barbour (1 RDN Demo)

Company Adjusters: > [Click HERE To Add New Company Adjuster](#)

Assigned	ID#	Company Adjuster	Email	City	State	Cell
0	69749					
1	69748	Adam Adam				

Select "ID Code".

Changing a password

Add / Edit Agent :

Details | Coverage Area

Company Adjuster Information		Personal Information	
First Name:	<input type="text" value="Adam"/>	Address	<input type="text"/>
Last Name:	<input type="text" value="Adam"/>	City:	<input type="text"/>
Title	<input type="text" value="Company Adjuster"/>	State:	<input type="text"/>
Reports To:	<input type="text"/>	Zip Code:	<input type="text"/>
Hire Date:	<input type="text"/>	Date Of Birth:	<input type="text"/>
Term. Date:	<input type="text"/>	SSN:	<input type="text"/>
Email:	<input type="text"/>	Home Phone:	<input type="text"/>
Insurance Exp:	<input type="text" value=""/>	Cell Phone:	<input type="text"/>
Repo Order Type	<input type="text" value="View Client Info"/>	Fax:	<input type="text"/>
		Text Messaging #:	<input type="text"/>
		E-Voice Notification:	<input type="text"/>

Database Access Information:	
Username	<input type="text" value="RdNUser4268"/>
Password:	<input type="password"/>
	<input type="button" value="Generate"/> <input type="button" value="Show Password"/>
User Type:	<input type="text" value="Agent"/>
Status:	<input type="text" value="Active"/>
SSN digits visible	<input type="text" value="0"/>
	xxx-xx-xxxx

Enter and confirm your new password
OR
Select "Generate" to have a password generated for you.

DO NOT click on the red "Generate" link if you are manually entering a password; this will override your selected password.

Changing a password

Notes

Save ← Scroll down and select "Save"

Company Forms	Viewable Forms
<i>Standard</i> Agent Release Agent Transport Form	<i>Standard</i> <i>Office</i> <i>Client</i>

You have now updated your Agent password.
Please supply the new password to your Agent.

Questions??

**If you have any questions, please contact RDN Support at
817-204-0298, option 1, or via email: support@recoverydatabase.net.**

