

SKY Users and Reset Password

Last Modified on 09/20/2023 3:19 pm CDT

As a Company Admin, view and edit all SKY users set up for the company as well as provide access to various features within SKY. If a Company Admin has not already been established, contact an SSI Sales Representative to begin the process.

Select the **Pencil** icon to [edit a user](#).

Reset Password

Passwords for users can be reset by selecting the **Ellipsis** then choosing *Reset Password*.

User Management			
... Search Sky Users			
Name Joe Smith	Email joesmith@email.com	User Status Active	MFA Enabled No
Name Anna Admin	Email annaadmin@email.com	User Status Active	MFA Enabled No
Name Tommy Tester	Email tommytester@email.com	User Status Active	MFA Enabled No

From there, choose *Random* to generate a random password or *Known* to choose the password.

Note: The *Known* option should only be used when a user has lost access to their email.

Resetting Password

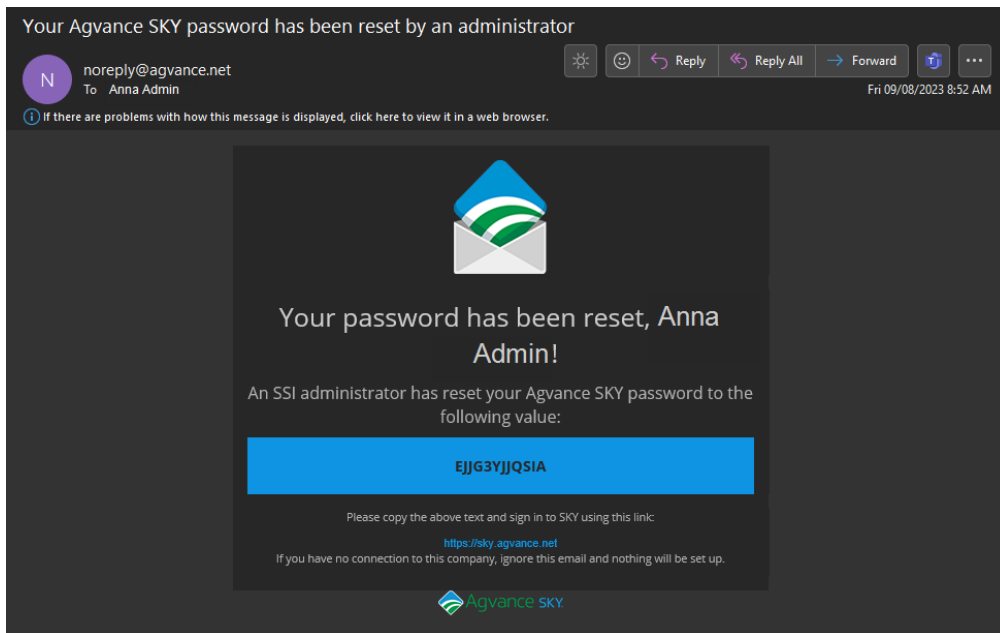
☐ Known

☒ Random

Cancel

Reset Password

An email will be sent to the user with the password.



Disable MFA

To disable Multi-Factor Authentication for a user, select the **Ellipsis** then choose *Disable MFA*.

User Management				...	Search Sky Users
Name Joe Smith	Email joesmith@email.com	User Status Active	MFA Enabled No	✎ ...	
Name Anna Admin	Email annaadmin@email.com	User Status Active	MFA Enabled No	✎ ...	
Name Tommy Tester	Email tommytester@email.com	User Status Active	MFA Enabled No	✎ ...	

A message will display to confirm disabling along with details of the MFA setup by the user.

Disable MFA

User Name Anna Admin

User Email annaadmin@email.com

MFA Status Enabled

MFA Preference SMS

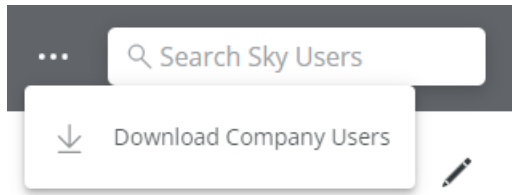
This user will have to setup MFA again with their preferred method.

Cancel Disable MFA

Export and Filter

Export

The user list can be exported by selecting the **Ellipsis** next to the *Search SKY Users* field, then choosing *Download Company Users*. This export includes each user's email address, name, and app permissions.



Filter

Use the **Filter** icon to filter the list between *Active Users* and *Inactive Users*. Additionally, filter by those who have *MFA Enabled* and those who have *MFA Not Enabled*.

