

SKY Users and Reset Password







Last Modified on 09/13/2024 2:19 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		

Reset Password

Disable MFA

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

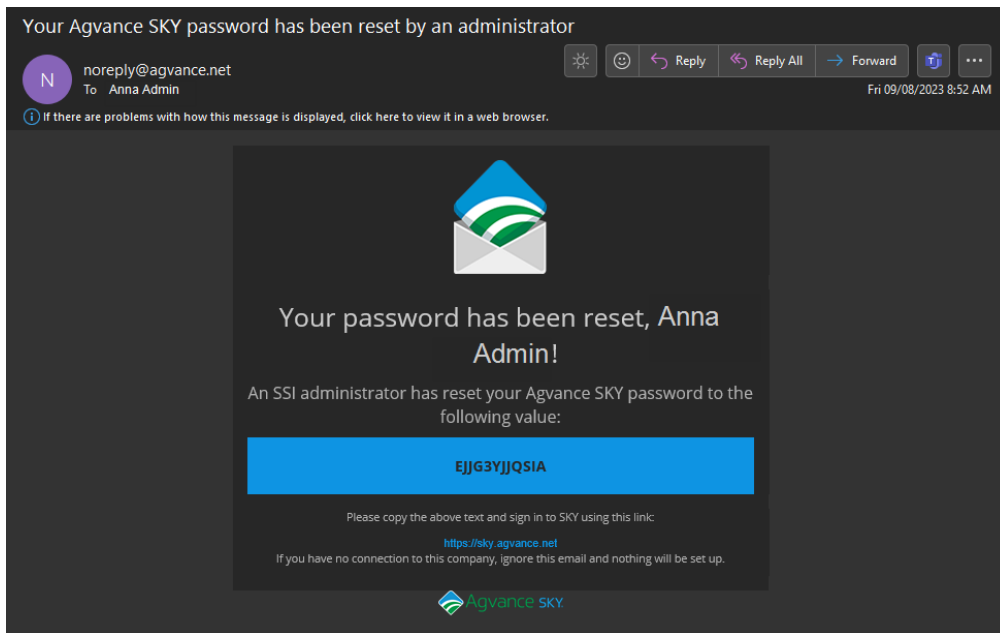
Note: The *Known* option should only be used when a user has lost access to their email.

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		

Reset Password

Disable MFA

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

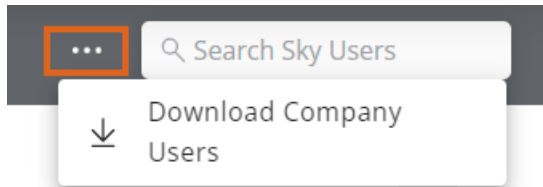
This user will have to setup MFA again with their preferred method.

[Cancel](#) [Disable MFA](#)

Export and Filter

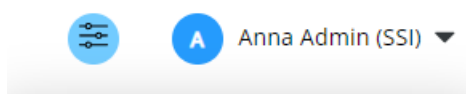
Export

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*.



Filter List

Showing Active

Multi-Factor Authentication

MFA Enabled

MFA Not Enabled