



WASP PROTECT

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AssetCloud & InventoryCloud: new user invitation not working, can't change username, forgot password

Scott Barnett - 2022-03-11 - in FAQs

After sending a new user invitation in AssetCloud or InventoryCloud, below is the expected profile completion screen.

Note that the Username field is empty and editable, and both the Password and Confirm Password fields appear on this screen. This indicates the user is creating their profile for the first time in the Cloud system. Fill the required info (asterisk & bold field names) then click Done.



Complete your profile to start using the application.

*Full Name

Scott

Kircher

*Username

*Password

*Confirm
Password

Show password

Email

tr @gmail.com

Title

Department

Choose Reports To

Role

Administrator

Done

However, sometimes the Username is already filled out (and can't be edited), and there is only one Password field ("Confirm Password" is absent).

This means that this combination of Username and email address already exists in the Cloud system. This could be in the tenant you're working with (AssetCloud or InventoryCloud), or some other tenant. This prompt is asking you to enter the existing password for the user, rather than creating a new password.




Complete your profile to start using the application.

*Full Name	Scott		Kircher
*Username	tr @gmail.com		
	Reset Password		
*Password	<input type="password"/>		
	<input type="checkbox"/> Show password		
Email	tr @gmail.com		
Title	<input type="text"/>		
Department	<input type="text"/>		
Choose Reports To	<input type="text"/>		
Role	Administrator		

Done

If you don't know the password, note the username as it shows on your screen for later, then go back to the main login screen and click the "Forgot Password?" link near the Log in button.




AssetCloud by Wasp

Username

Password

Remember me [Forgot Password?](#)

In the Username box, enter the Username you noted earlier, then click the Submit button. A password reset email will be sent to the email address that is already set up for that username.



AssetCloud by Wasp

Username

If the Forgot Password link doesn't show up, this means the SMTP settings in the tenant are invalid.