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PowerTalk Key Chain: Resetting a Forgotten Password (10/95)

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TOPIC -----

This article tells how to reset a PowerTalk password if a user forgets it.

DISCUSSION -----

Follow these steps:

Step 1

Turn off collaboration services in the PowerTalk Setup control panel.

Step 2

Throw away the PowerTalk Setup Preferences file in the Preferences folder.

WARNING: All Key Chain, Preferred Personal Catalog, Mailbox Preferences, I'm at, and PMSAMs (Personal Message Access Modules) will be lost when you delete the PowerTalk Setup Preferences. Please make a note of your settings.

Step 3

Restart the computer.

Step 4

Turn on collaboration services in the PowerTalk Setup control panel.

Step 5

Restart the computer

Step 6

Double-click on the mailbox to redefine PowerTalk services.

Article Change History:

20 Oct 1995 - Included two additional steps.

19 Jan 1995 - Added words forgot and forget.

08 Dec 1994 - Provided more information on PowerTalk Setup Preferences.

Support Information Services

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