How to reset the Blancco Mobile Diagnostic and Erasure user password.

Sometimes an user forgets the BMDE user account password and it is required to reset the password in order to allow the user to login into the Blancco Mobile Device Diagnostic and Erasure.

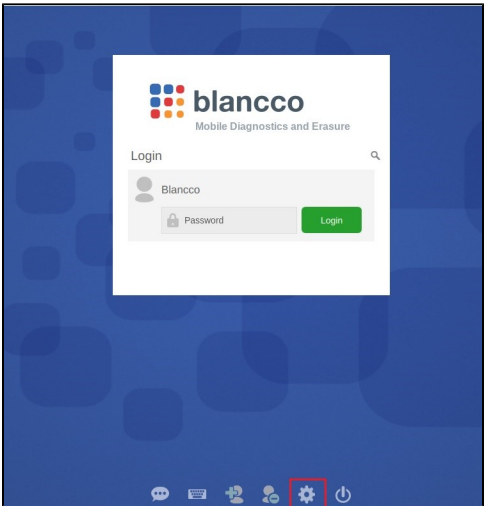| Created date	Updated date	Affects version	Fix version
20 Jun 2022		All	N/A

Description

Sometimes an user forgets the Blancco Mobile Device Diagnostic and Erasure user account password and it is required to reset the password in order to allow the user to login into the Blancco Mobile Device Diagnostic and Erasure.
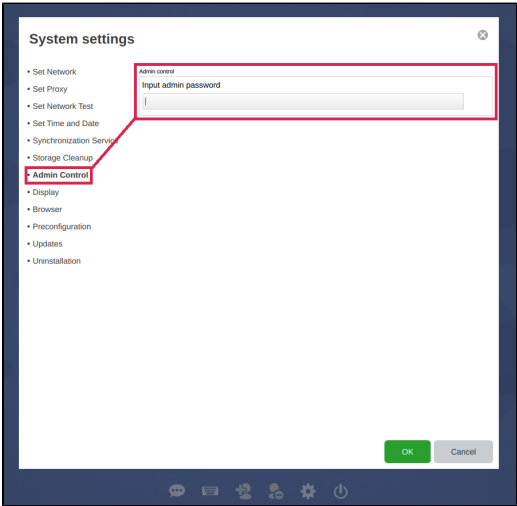
Step by step instructions

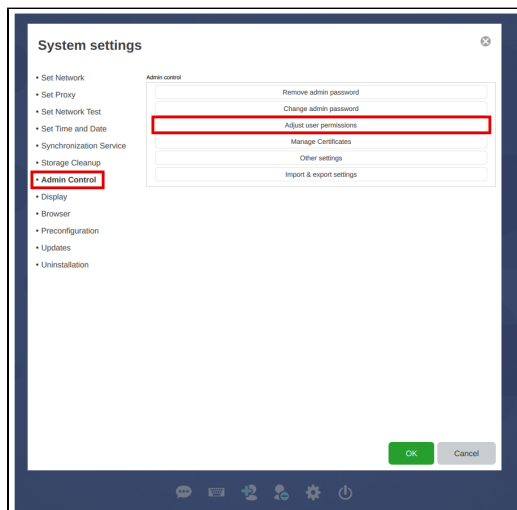Follow the below steps to reset the user password.

1. Go to the System settings by clicking on the Gear-icon available in the login screen of the Blancco Mobile Device Diagnostic and Erasure.
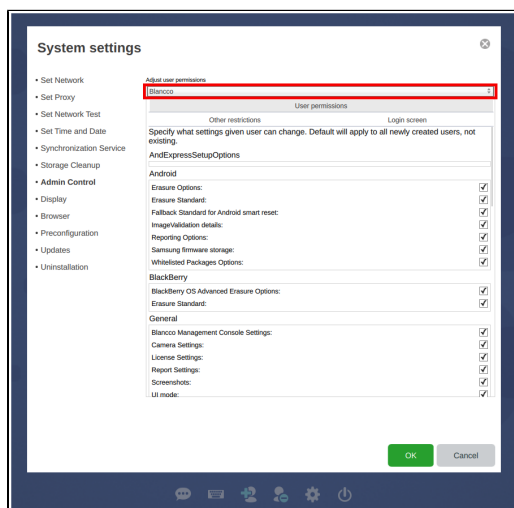

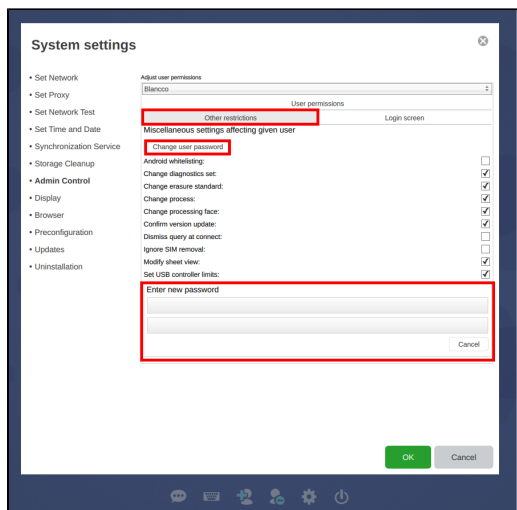2. Go to the "Admin Control" tab and enter the admin password.

3. Go to the "Adjust user permission" tab.

4. Select the user whose password you want to reset.

5. Go to the "Other restrictions" tab click on the change password and enter the new password for the user.

System settings ⊗

- Set Network
- Set Proxy
- Set Network Test
- Set Time and Date
- Synchronization Service
- Storage Cleanup
- **Admin Control**
- Display
- Browser
- Preconfiguration
- Updates
- Uninstallation

Adjust user permissions

Blancco

User permissions

| Other restrictions | Login screen |

Miscellaneous settings affecting given user

Change user password

Android whitelisting:	☐
Change diagnostics set:	☑
Change erasure standard:	☑
Change process:	☑
Change processing face:	☑
Confirm version update:	☑
Dismiss query at connect:	☐
Ignore SIM removal:	☐
Modify sheet view:	☑
Set USB controller limits:	☑

Enter new password

Cancel

OK   Cancel

6. Click "OK" to save the settings and your Blancco Mobile Device Diagnostic and Erasure user password will be changed successfully.