

This article will describe how to correct issues when receiving error messages after changing a clerks password. You may receive one of the following error messages: Invalid Password Part (Only Numbers and Letters allowed). Incorrect Password. Invalid Security Code. Please Enter it in the format of ClerkID-Password.

After going into Security -> Edit Employees/Clerks/Salespeople and clicking on the set password button and changing the password you then get one of the following error messages: Invalid Password Part (Only Numbers and Letters allowed). Incorrect Password. Invalid Security Code. Please Enter it in the format of ClerkID-Password. This normally happens when someone types more then just the password in when clicking on Set Password. The Clerk ID is the part before the dash and the password is the part after the dash. So in the default system security code of admin-5555, admin is the Clerk ID and 5555 is the password. So for instance if you were going to change the password to 1234, a common mistake after clicking on Set Password is to type in admin-1234 then an error is received that says "Invalid Password (Only letters and numbers allowed) so the user types in admin1234 without the dash and the system accepts it. Then what happens is the user goes to test it and at the Security Dialog they type in admin-1234 and they get a message that the password is invalid. The problem is that the Security code was actually changed to admin-admin1234. To correct this issue go back into Security -> Edit Employees/Clerks/Salespeople and click on the clerk that you want to change then click on Set Password. Then type in just the password, for example 1234.