



Support User Role - Reset Password Steps

Web Portal Guide



mezzanine
creating productive societies

2 Helium Login Screen

Secure <https://helium.mezzanineware.com/web-client/login>



Sign In

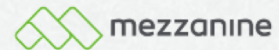
Mobile number

Password

Sign in

[Can't access your account?](#)

[New to Helium?](#)




- Go to
<https://helium.mezzanineware.com>

3

Login with your helium credentials

Secure | <https://helium.mezzanineware.com/web-client/login>



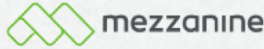
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Sign In

Sign in

[Can't access your account?](#)

[New to Helium?](#)



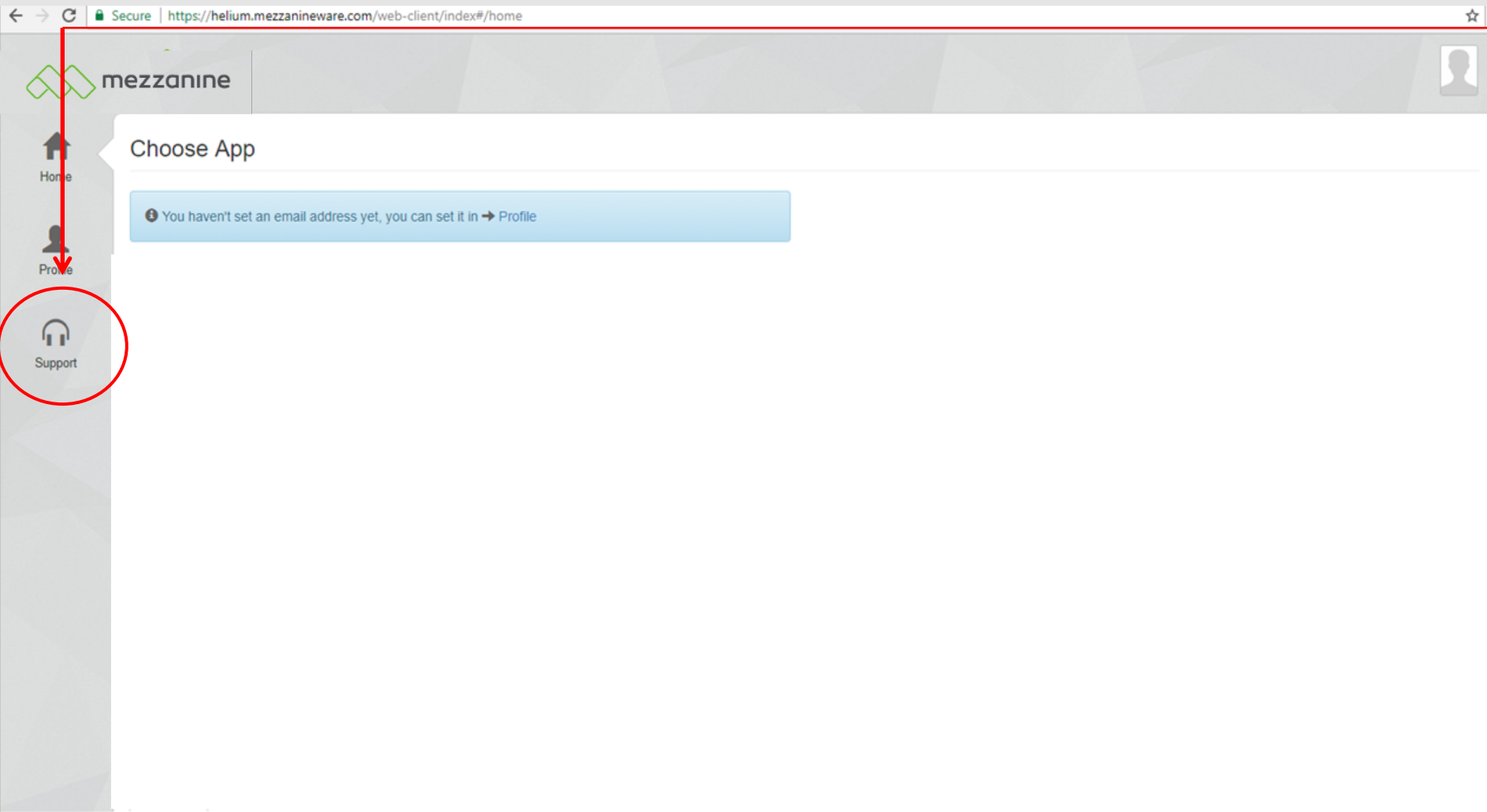
security policy | support | www.mezzanineware.com | © 2017 Mezzanine Ware (Pty.) Ltd.

- Login with your **mobile number** starting with **your country code e.g. "27"** and **helium password**.

4

Login with your support user role

- Tap on **“Support”** the third option on your left hand side.



5

Find helium user

The screenshot shows the Mezzanine web client interface. The browser address bar displays the URL: <https://helium.mezzanineware.com/web-client/index#/app-support>. The Mezzanine logo is in the top left. A sidebar on the left contains icons for Home, Profile, and Support. The main content area is titled 'Support Apps' and contains four charts: 'Web Users Chart', 'Mobile Users Chart', 'Sync Activity Chart', and 'Sms Activity Chart', each displaying 'No Data'. In the top right corner of the main content area, there are two buttons: 'Find user' (with a person icon) and 'Find app' (with a grid icon). The 'Find user' button is circled in red, and a red arrow points to it from the right side of the image.

- Tap on **“Find user”** at the top right-hand side of your screen.

6 Search support user

Secure | <https://helium.mezzanineware.com/web-client/index#/app-support/user>

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Support User

27760812058

Search

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- Type in the user's number starting with your **country code** e.g. "27" and tap on "Search"

7 Support user's details

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Support User 27727173959 Search

Personal Info

Title Mrs

First name Lucinda

Surname Basjan

Email address lucindabasjan@gmail.com

Birth date 1970-01-01

Gender Female

Language English

Time zone Africa/Johannesburg

Device Info

IMEI	Communicated	Online	Active	Actions
854900069342270				Go

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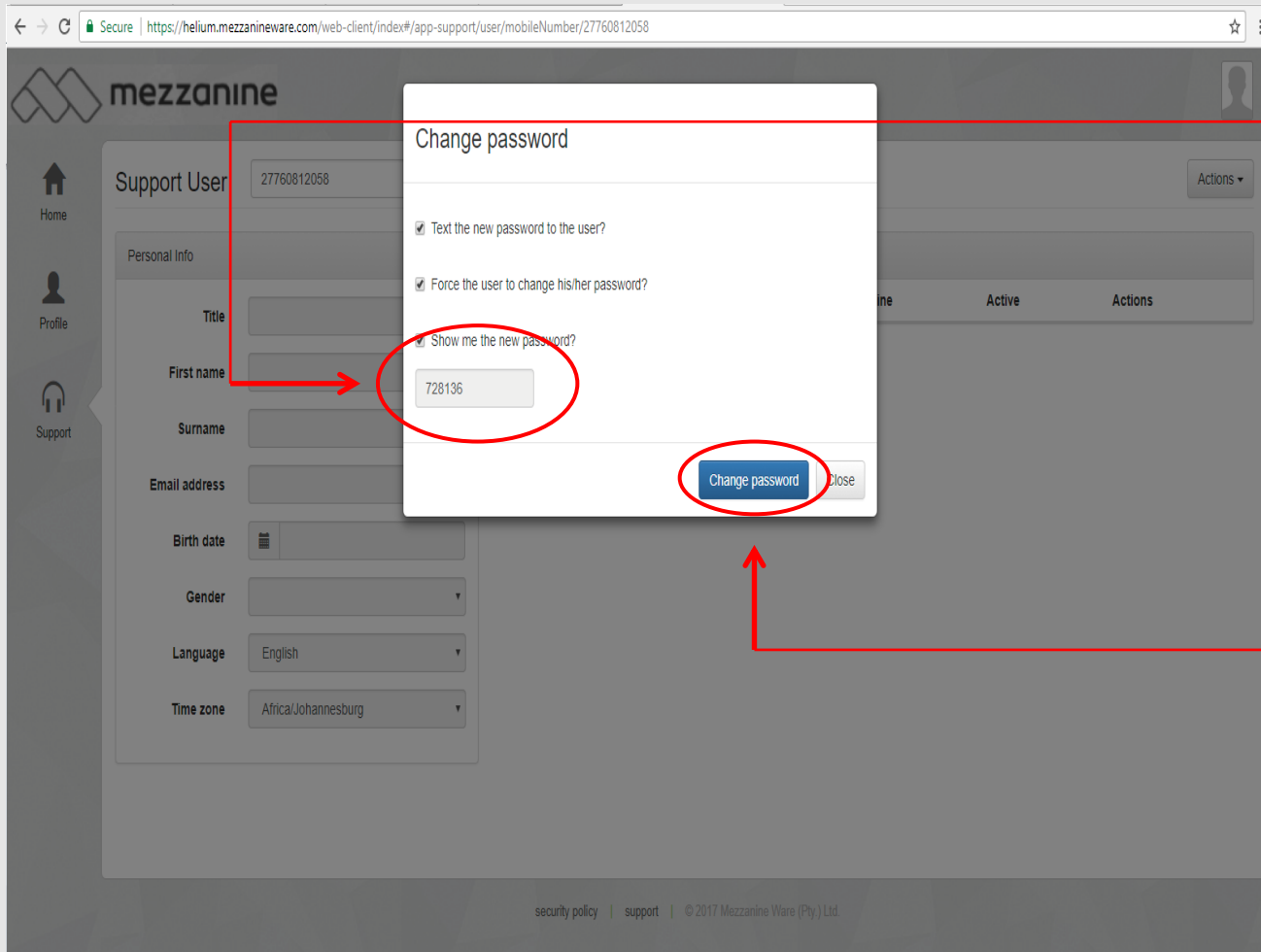
- Once you have entered the user's mobile number, his/her **personal details** will display:
- Tap on **"Actions"**

8 Change password

The screenshot shows the Mezzanine user interface. At the top left is the Mezzanine logo. On the left sidebar, there are navigation icons for Home, Profile, and Support. The main content area is titled 'Support User' and includes a search bar with the ID '27760812058'. Below this, there are two main sections: 'Personal Info' and 'Device Info'. The 'Personal Info' section contains several form fields: Title (dropdown), First name, Surname, Email address, Birth date (with a calendar icon), Gender (dropdown), Language (dropdown, set to English), and Time zone (dropdown, set to Africa/Johannesburg). The 'Device Info' section contains a table with columns: IMEI, Communicated, Online, Active, and Actions. In the top right corner, there is a user profile icon and an 'Actions' dropdown menu. The 'Change password' option in this menu is circled in red.

- Tap on “Change password”.

Change password



Screenshot 1

Your Helium password has been reset. Your user name is [27760812058](#) and your password is [181471](#)

Screenshot 2

- You will now see the change password screen. When you make a tick next to “Show me the new password?”

Screenshot 1 the password will appear that is going to be sent to the user.

- To sent the user the password, tap on “**Change password**”.

- The user will receive the following message (**Screenshot 2**) when the password has been reset.