

Cannot Login

Purpose

You are unable to log into your guideWELD-VR account due to an incorrect or lost password.

Prerequisites

- Administrative credentials

Steps to Perform

1. If this is your First Login follow these login instructions.
 - a. **Username:** dbadmin, **Password:** admin - This is for the database utility login. You will be prompted to change the password, suggest 123abc
 - b. **Username:**Admin, **Password:** admin - This is the main administrator account. You will be prompted to change the password, suggest 123abc
 - c. **Username:** Instructor/Student, **Password:** password- The account name will always be the first 2 letters of the instructors/students first name and them up to the first 8 letters of the last name.
2. For Lost Passwords follow the instructions for the listed type of account.
 - a. Lost student -Log in as the instructor and click to edit students.

Archive	Reset	Class	Class Average	Instructor	# of students	# of assignments	Material Savings	Edit Students	Edit Class	Class Report	Student Report
		WELDING 101 ACTIVE		NADANIELSO	1	0	\$0.00				

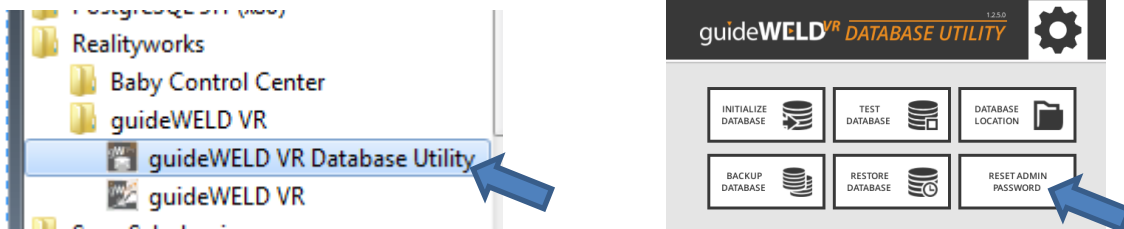
-Next, reset the password of the selected student.

First Name	Last Name	Username	Delete Student	Reset Data	Reset Password
JOHN	DOE	JODOE			

- b. Lost instructor – Log in as the admin and click the password reset for the chosen instructor.



- c. Lost admin – Log into the database utility as dbadmin and reset the admin password (for default password see above).



- d. Lost dbadmin –

i. For Windows:

1. Navigate to C:\ProgramData\Realityworks\guideWELD_VR\Database. Delete the user.xml and startup.xml file if there.
2. Launch guideWELD VR Database Utility, click the next arrow and then exit the utility after the error message appears.
3. Go back into: \ProgramData\Realityworks\guideWELD_VR\Database and rename startup.xml to user.xml. If there is no startup.xml, rename the guideWELD.xml to user.xml.
4. Launch the guideWELD VR Database Utility and log in with the default credentials.

ii. For Mac:

1. Navigate to /Users/Shared/Realityworks/guideWELD_VR/Database. Delete the user.xml and startup.xml file.
2. Launch guideWELD VR Database Utility, click the next arrow and then exit the utility after the error message appears.
3. Go back into: /Users/Shared/Realityworks/guideWELD_VR/Database and rename startup.xml to user.xml.
4. Launch the guideWELD VR Database Utility and log in with the default credentials.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/