

Forgot Password enhancement

9/19/22

Draft

Current functionality

Currently either patron or staff users may request a “reset password” link if they forget their password. To reset their password, users can enter a username, barcode number, or email address. If the same email address is used in multiple accounts, then the user receives an error message when they try to use the “forgot password” functionality using that email address.

In addition, the email that the user receives with the “forgot password” link cannot be customized and is not sent from the patron’s home or checkout library in the same way that other notices are set. Also, if the password change is initiated by the patron, then the change is not recorded in the patron edit history. Only staff-initiated password changes are recorded in the patron edit history.

Requested changes

We would like to make the following changes to the Forgot password functionality:

- The “forgot password” option should only be available to patron accounts. (It should not be available to staff accounts.) This could be done by allowing admins to set the patron categories (via a syspref) that are allowed to use the “forgot password” function.
- We would like to add the ability to customize the Reset Password email in the Message Templates, in the same way that other notice emails can be customized. For example, we would want to have the email come from from the patron’s home library, similar to other email notices.
- Patrons should receive a confirmation email that the password was changed. This confirmation should also be customizable in Message Templates and should be sent from the patron’s home library notice email address.
- The patron-initiated password change should be recorded in Patron Edit History. The patron’s borrower number should be listed in the Staff column of the change entry.
- Users should be required to enter their patron barcode to change their password. They should not be able to use the username or their email address to change their password.