





CMM EPMA QRG – Resetting your Password Using the Support Tool

Introduction

- This user guide has been created to show system functionality not clinical processes and should be used in conjunction with the relevant Standard Operating Procedures (SOP) for your appropriate service.
- Any changes will be updated and published online, and staff should be aware that any printed copies of the guide are only correct at the time of printing and should constantly check the online version for updates.
- The following support materials are available from these locations:
[Course: Online System Resources \(cpft.nhs.uk\)](https://cpft.nhs.uk)
[Digimedts | CPFT NHS Trust](#)
- When in CMM Desktop you can press  the at the top right of the screen for Help
- When in CMM Web you can press  the at the top right of the screen for Help

Revision History

Revision date	Version	Summary of Changes	Author
6/6/24	1	Initial draft	Megan Moore
24/7/25	2	Amendments	Megan Moore

Approvals

Name	Title	Signature	Date	Version
Katy Race	Specialist EPMA Pharmacy Technician	e-approved	09/04/25	1.0
				2.0

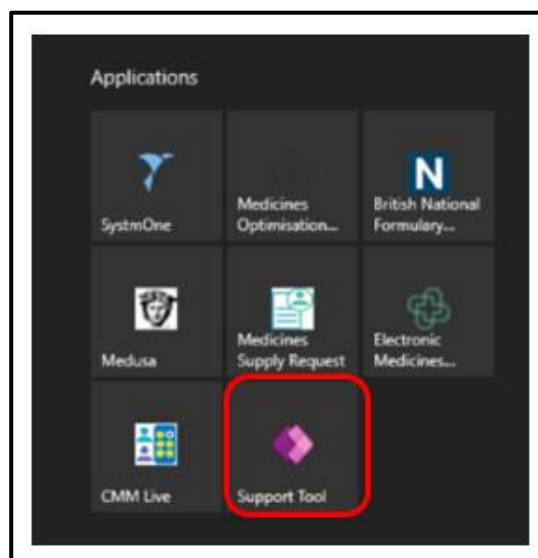


How to Reset your Password

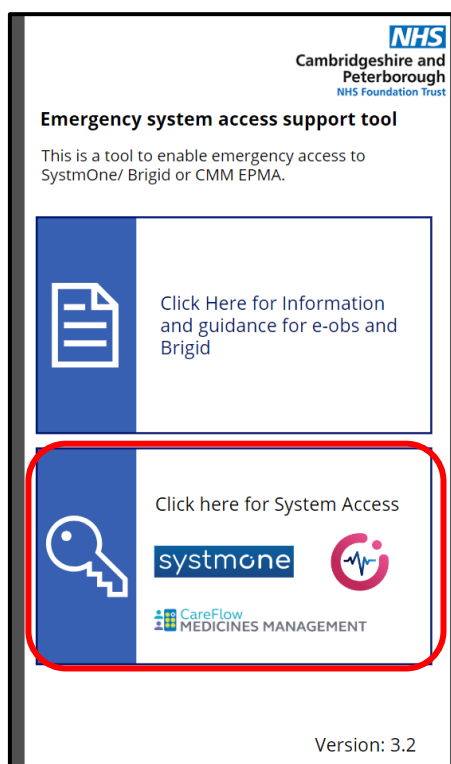
Before resetting your password, always check you are entering your username in all CAPS, and that caps lock is not left on when entering your password.

This process can be used to reset your password and unlock your EPMA account.

Step 1: Go to the Kiosk machine in your treatment/ medication room. **Click** on the [Support Tool](#) icon.

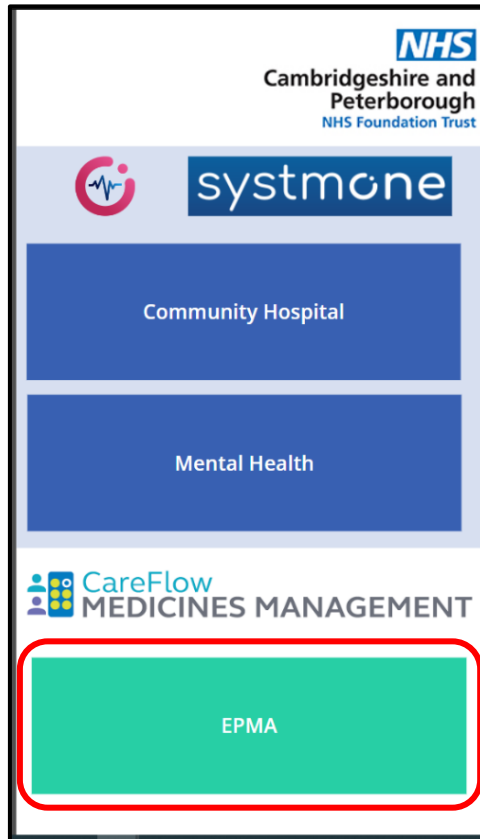


Step 2: Click on the [Click here for System Access](#).

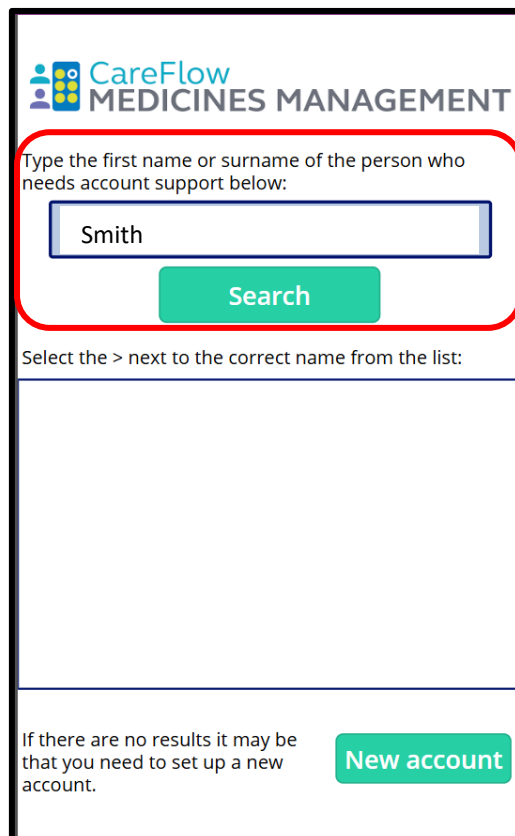




Step 3: Click on the green EPMA icon at the bottom.



Step 4: Enter the surname of the user you wish to unlock or reset password for, then click search.





Step 5: Select the user, by click on the Arrow.

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Type the first name or surname of the person who needs account support below:

Smith

Search

Select the > next to the correct name from the list:

John Smith JSMITH >

If there are no results it may be that you need to set up a new account. New account

Step 6: Check the user's information is correct. Then click submit.

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First Name of user
John

Surname of user
Smith

CMM Username
JSMITH

Requested by:
John Smith
John.Smith@cpft.nhs.uk

Submit

Note: The details of the person requesting the password reset will be displayed at the bottom of the form. The email address shown will be where the new password details are sent to.

Step 6: This will then process your request and unlock the account and email out new password details. **Please be aware that it can take 15 to 20 minutes to process the request.**