



User Guide

Fleet management for Zambian businesses

Version 1.0.0

Glamified Systems · Lusaka

glamifiedsystems.com

Contents

1 What this program does

2 Installing it

3 Setting up the first time

4 Signing in

5 Finding your way around

6 Vehicles

7 Drivers

8 Giving a vehicle to a driver

9 Trips

10 Fuel

11 Maintenance

12 Compliance

13 Costs

14 Reports

15 Settings

16 Your licence

17 Backing up

18 Users and what each can do

19 If something goes wrong

How to read this guide

Work through sections 2 to 5 once, in order. After that, each section stands on its own — go straight to the job you need to do.

1 What this program does

One place for every kwacha your vehicles cost you.

Glamified Fleet keeps the records a business with its own vehicles has to keep anyway — what each vehicle is, who drives it, where it went, what fuel it drank, what the garage charged, and when the insurance runs out. It replaces the vehicle file in the cabinet, the envelope of fuel slips and the wall calendar of renewal dates.

The idea in one sentence

Every cost — fuel, service, tyres, insurance, road tax, fines — lands in one ledger against the vehicle and the odometer reading at the time. So *“what does this truck actually cost me per kilometre?”* is a number you can look up, not a spreadsheet somebody rebuilds every quarter.

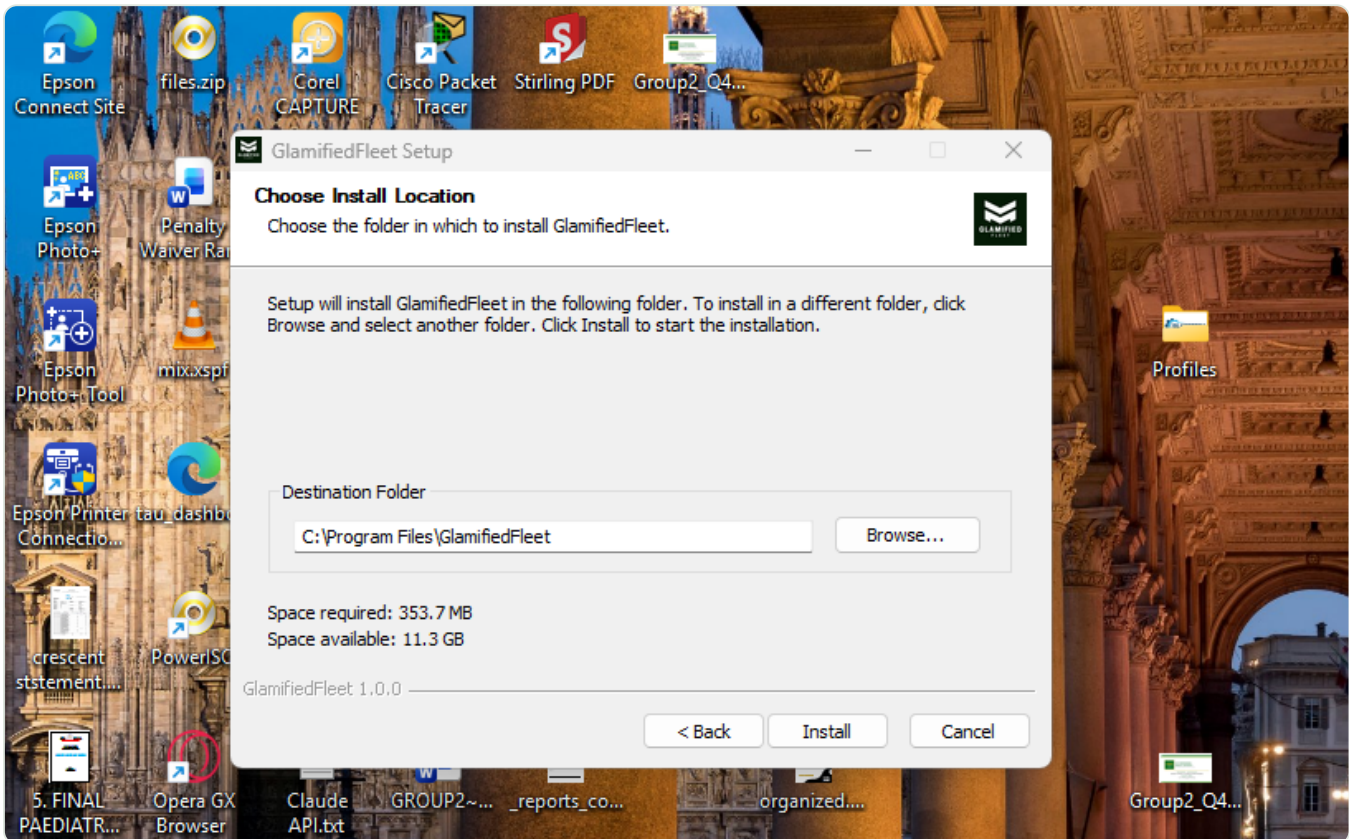
Things worth knowing before you start

- **It works without internet.** Everything is stored on this computer. Nothing is sent anywhere.
- **Your data lives on this machine.** That makes backups your responsibility — see section 17. It takes about ten seconds.
- **The odometer is the backbone.** Trips, fuel fills and job cards all record a reading, and nearly every useful figure is worked out from them. Keying a reading carefully matters more than anything else in this program.
- **Money is in kwacha, distance in whole kilometres, fuel in litres.**

2 Installing it

A few clicks, no administrator rights needed.

- 1 Double-click `GlamifiedFleet-Setup-1.0.0.exe`.
- 2 Windows may show a blue “**Windows protected your PC**” box. Click **More info**, then **Run anyway**. This appears because the installer is not yet code-signed; it is not a virus warning.
- 3 Choose where to install it, or accept the folder offered.
- 4 Click **Install**, then **Finish**.



The installer asks where to put the program. The default is fine.

You will get a desktop shortcut and a Start Menu entry. There is also a **portable** version — a single file that runs without installing, useful on a machine you are not allowed to install software on.

Uninstalling does not delete your records

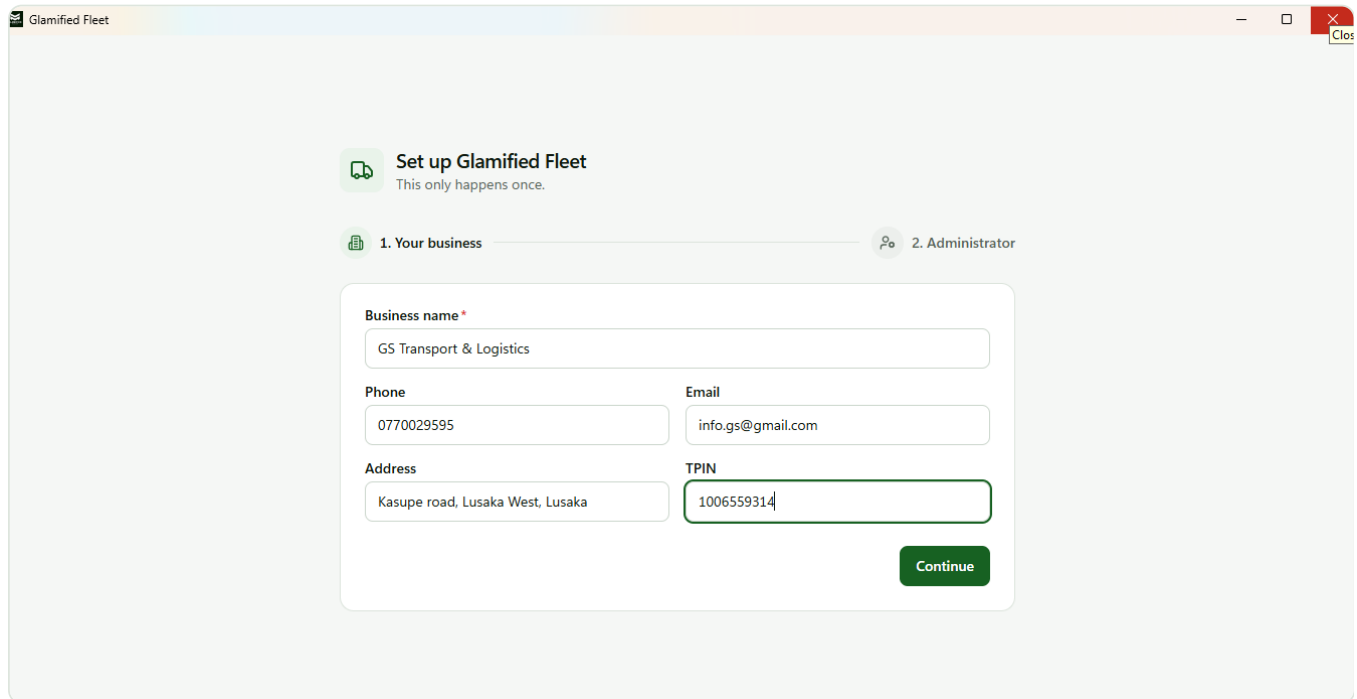
If you ever remove the program, your vehicles, trips and costs stay on the computer. Reinstalling picks them up again.

3 Setting up the first time

Two questions, asked once, the first time you open the program.

Step 1 — your business

Type the name of your business. The name, address, phone, email and TPIN appear on reports, and the name replaces “Glamified Fleet” at the top of the program once you save it. Only the business name is required.



The screenshot shows a window titled "Glamified Fleet" with a close button. The main content area has a header "Set up Glamified Fleet" with a subtext "This only happens once." Below this is a progress bar with two steps: "1. Your business" (active) and "2. Administrator". The form for Step 1 contains the following fields:

Business name *	
GS Transport & Logistics	

Phone	Email
0770029595	info.gs@gmail.com

Address	TPIN
Kasupe road, Lusaka West, Lusaka	1006559314

A green "Continue" button is located at the bottom right of the form.

Step 1 — who the fleet belongs to.

Step 2 — the administrator account

This is your own login, and it is the account that can add everybody else. Choose a password of at least 8 characters that only you know.

Set up Glamified Fleet
This only happens once.

1. Your business — 2. Administrator

This is the account that can add other users, so keep the password to yourself.

Your name *

Username *

Password *

Confirm password *

At least 8 characters.

[Back](#) [Finish setup](#)

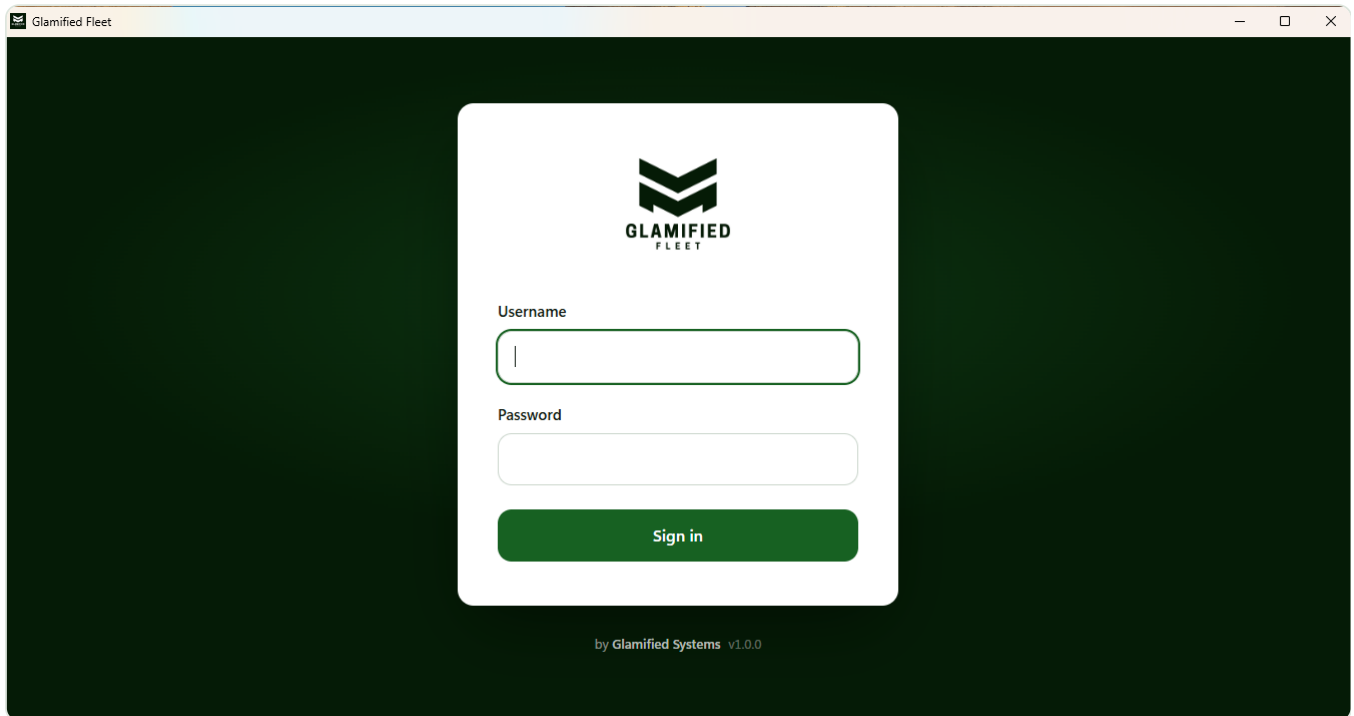
Step 2 — the first user. Keep this password to yourself.

There is no “forgot password” link

Nothing is stored online, so nobody — including us — can reset this password for you. Write it down and keep it somewhere safe.

4 Signing in

Every time you open the program after setup.



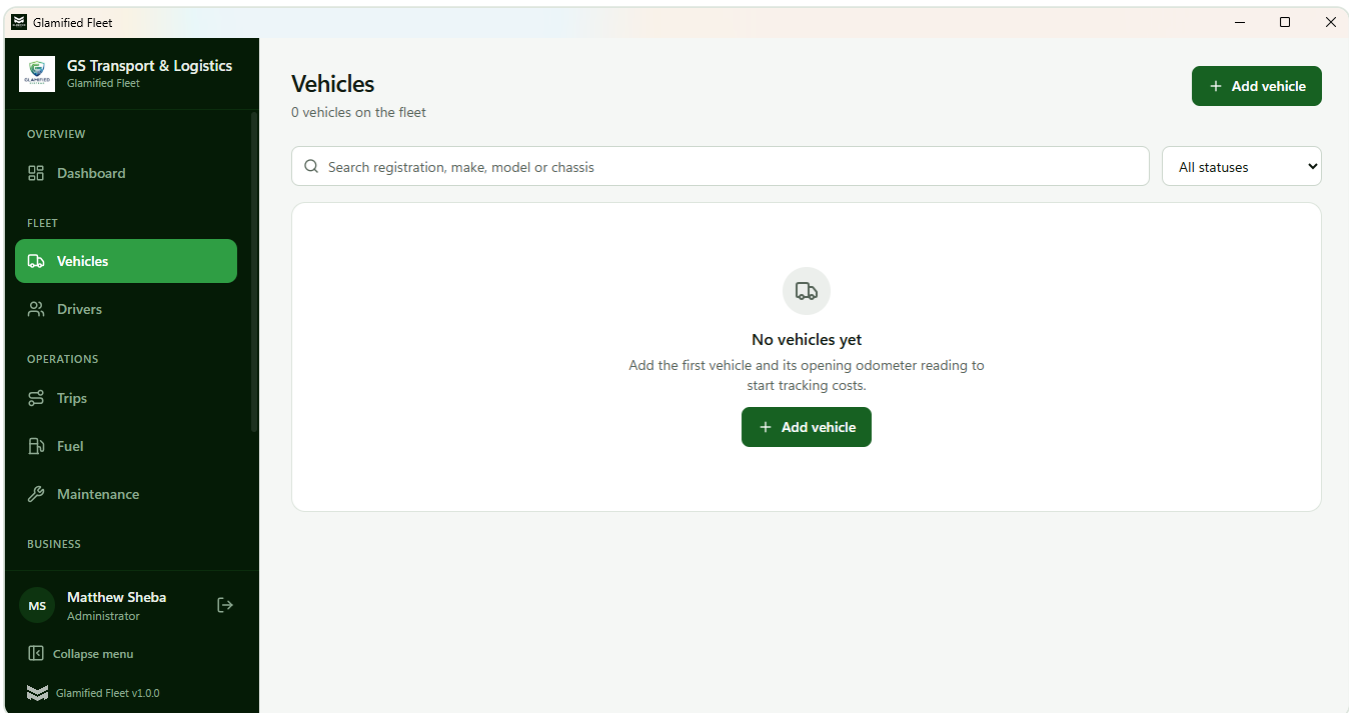
Type your username and password, then click Sign in.

After five wrong attempts the program stops accepting that username for fifteen minutes. Wait it out, or ask an administrator to reset the password.

If somebody else created your account, you will be asked to choose your own password the first time you sign in. Do it — until you have, the person who created the account knows your password.

5 Finding your way around

Everything is reached from the green menu down the left.



The side menu is grouped by the kind of work you are doing.

GROUP	WHAT IS IN IT
Overview	Dashboard — where the fleet stands today, and what needs attention.
Fleet	Vehicles and Drivers — the records everything else hangs off.
Operations	Trips, Fuel and Maintenance — the day-to-day recording.
Business	Compliance, Costs, Reports and Settings.

Your business name and logo sit at the top of the menu. At the bottom are the person signed in, a **Collapse menu** button that narrows the menu to icons when you want more room, and the sign-out arrow.

Two habits that will save you time

Click a row to open it. Every list works this way — clicking a vehicle, driver, trip, fill or cost opens it for viewing or correcting.

Green buttons do the main thing. The green button at the top right of each screen is the action that screen is for.

6 Vehicles

Start here. Nothing else can be recorded until a vehicle exists.

Adding a vehicle

Go to **Vehicles** and click **Add vehicle**.

Add a vehicle

The opening reading is what the odometer showed when you took the vehicle on — distance before that is not charged to you.

Make * Shacman **Model *** L3000 **Year** 2016

Type Truck **Fuel** Diesel **Tank capacity** 3000

Chassis / VIN JTMAB3Fv20D1234 **Engine number** 1KD-4562524 **Colour** White

Ownership Owned **Acquired on** 01/01/2026 **Purchase price** **Opening odometer** 200000

Notes

Cancel **Add vehicle**

Only the registration, make and model are required. The rest can be filled in later.

FIELD	WHAT TO PUT IN IT
Registration	The number plate. Two vehicles cannot share one.
Fleet number	Your own yard number, if you use them.
Cost centre	The department or contract the vehicle is charged to. Reports can be filtered by it.
Tank capacity	In litres. Useful as a sanity check against fuel entries.
Opening odometer	Important. What the odometer read when the vehicle became yours.

Why the opening odometer matters

A truck bought second-hand with 200,000 km on the clock has not cost you those kilometres. The program measures distance from the opening reading, so your cost per kilometre reflects your ownership and not the previous owner's.

The vehicle list

Vehicles
3 vehicles on the fleet

Search registration, make, model or chassis

All statuses All cost centres

VEHICLE	TYPE	DRIVER	ODOMETER	COMPLIANCE	STATUS
BAC1212 Shacman L3400 - 2022	Truck	Unassigned	230,000 km	Not on file	Active
BAC3212 Shacman L3000 - 2016	Truck	Unassigned	200,000 km	Not on file	Active
CAB2022 Benz C2100 - 2020	Truck	Unassigned	300,000 km	Not on file	Active

BAC1212 added to the fleet

Odometer, driver and compliance state at a glance.

Compliance shows the worst state across that vehicle's documents: *Not on file* means nothing has been recorded yet — see section 12.

Opening a vehicle

Click any row. The vehicle record shows:

- Odometer, total cost, cost per kilometre and fuel consumption
- **Status** buttons — Active, In workshop, Idle, Sold, Written off
- Who is driving it now, and everyone who has driven it before
- The **odometer trail** — every reading ever recorded, and what produced it

Archive rather than remove

A vehicle with any cost history cannot be removed, and the program will say so. Use **Archive** instead: it disappears from the working list but its history stays, so a query next year can still be answered.

7 Drivers

Who drives your vehicles, and whether their licence is still valid.

The screenshot shows a web browser window with the 'Glamified Fleet' application. A modal form titled 'Add a driver' is open, allowing users to add a new driver. The form contains the following fields:

- First name ***: Text input with 'Lucas' entered.
- Surname ***: Text input with 'Phiri' entered.
- Employee number**: Text input with 'GS001' entered.
- NRC**: Text input with '142578/10/1' entered.
- Phone**: Text input with '0973563412' entered.
- Email**: Text input with 'lucas@gmail.com' entered.
- Licence number**: Text input with '231578' entered.
- Licence class**: Dropdown menu with 'A' selected.
- Licence expires**: Date input with '12/31/2027' and a calendar icon. A warning message 'Warned on before it lapses.' is displayed below this field.
- Date of birth**: Date input with '02/17/1994' and a calendar icon.
- Joined**: Date input with '01/01/2026' and a calendar icon.
- Address**: Text input field.
- Notes**: Text input field.

At the bottom of the form are 'Cancel' and 'Add driver' buttons. The background shows a blurred view of the main application interface with a '+ Add driver' button and a 'All statuses' dropdown.

Only first name and surname are required — but fill in the licence expiry.

Always record the licence expiry date

A driver whose licence has lapsed is a liability the moment they take a vehicle out. Record the date and the program warns you before it happens.

The screenshot shows the 'Drivers' page in the 'Glamified Fleet' application. The page title is 'Drivers' with a subtitle '2 drivers on record'. There is a search bar and a dropdown for 'All statuses'. A table lists the drivers with their details and licence status.

DRIVER	VEHICLE	LICENCE	LICENCE STATUS	STATUS
Moses Bwalya GS003 - 0965342312	BAC1212	Class A 30 Oct 2026	82 days left	Active
Lucas Phiri GS001 - 0973563412	Unassigned	Class A 31 Dec 2027	509 days left	Active

The left sidebar shows the application menu with 'Drivers' highlighted. The top right has a '+ Add driver' button. The bottom of the sidebar shows the user profile 'Matthew Sheba, Administrator' and version 'Glamified Fleet v1.0.0'.

Licence status is shown for every driver, counting down in days.

Clicking a driver opens their record: the vehicle they hold, their licence countdown, total distance driven, every vehicle they have held, and their recent trips. From here you can also assign them a vehicle or start a trip.

8 Giving a vehicle to a driver

A handover, recorded — not just a name in a box.

You can do this from either side, whichever you happen to have open:

- Open the **vehicle** → **Assign driver**
- Open the **driver** → **Assign a vehicle**

Enter the date and the odometer reading at handover. When the vehicle comes back, open either record and click **End assignment** with the closing reading.

Why it is recorded as a period, not a field

When a fine or a damage claim arrives three months late, the question is who had that vehicle *on that date*. Because each handover is stored with its dates and readings, the answer is on the screen — and you also get the distance each driver covered.

One vehicle can only be with one driver at a time, and one driver can only hold one vehicle. If you try to double up, the program tells you who currently has it.

9 Trips

Where a vehicle went, and how far it really travelled.

Starting a trip

Go to **Trips** → **Start a trip**. Choosing the vehicle fills in its current odometer *and* its assigned driver automatically.

Type the towns and the program tells you roughly how far it should be.

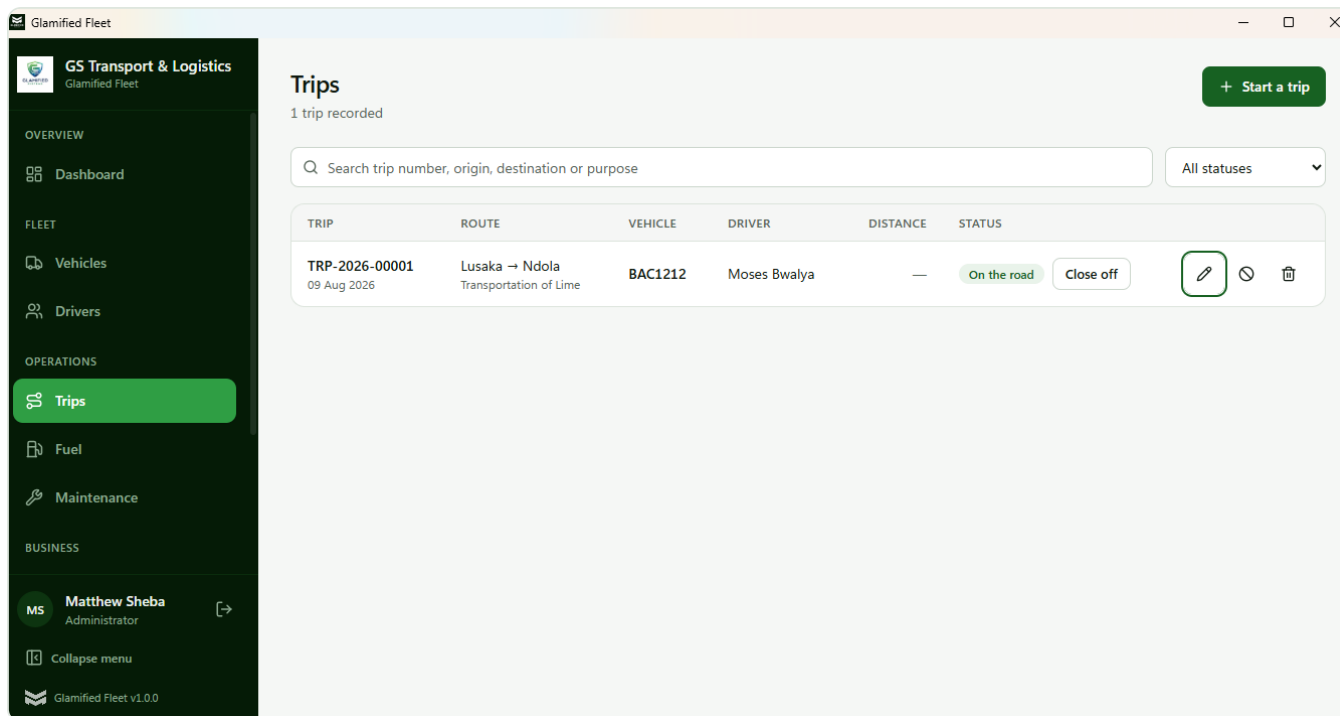
Where that distance estimate comes from

There is no internet map. The program uses a built-in table of Zambian trunk-road distances to start with — then, once you have run a route a few times, it uses *your own completed trips* instead. Your figure includes your actual depot and the turn-off you really take, so it beats any map.

The estimate is only a guide. The distance that counts always comes from the odometer.

Closing a trip off

When the vehicle returns, click **Close off** and enter the odometer reading. The program works out the distance.



Trips on the road show a Close off button, and icons to edit, cancel or remove.

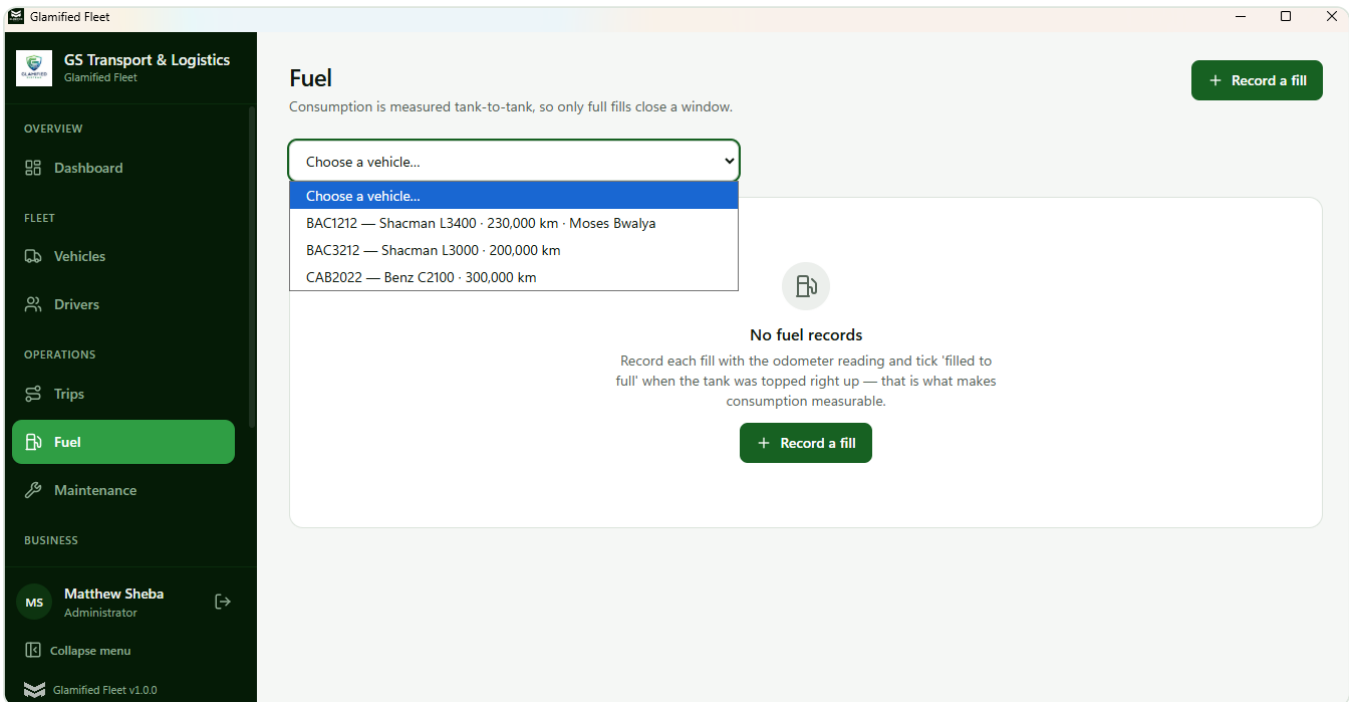
If the trip ran a long way over what that route usually takes, the program says so before you save. That is worth a look — a vehicle regularly running 100 km long on a familiar route is doing something that is not on the job sheet.

ACTION	WHEN TO USE IT
Edit (pencil)	To fix a detail while the trip is still open.
Cancel (circle)	The trip did not happen. Asks for a reason and keeps the record.
Remove (bin)	Only for a trip entered by mistake. It disappears completely.

A completed trip cannot be edited or removed — it is part of your distance record.

10 Fuel

Usually your biggest running cost, so it is worth getting right.



Fuel

Consumption is measured tank-to-tank, so only full fills close a window.

Choose a vehicle...

- Choose a vehicle...
- BAC1212 — Shacman L3400 · 230,000 km · Moses Bwalya
- BAC3212 — Shacman L3000 · 200,000 km
- CAB2022 — Benz C2100 · 300,000 km

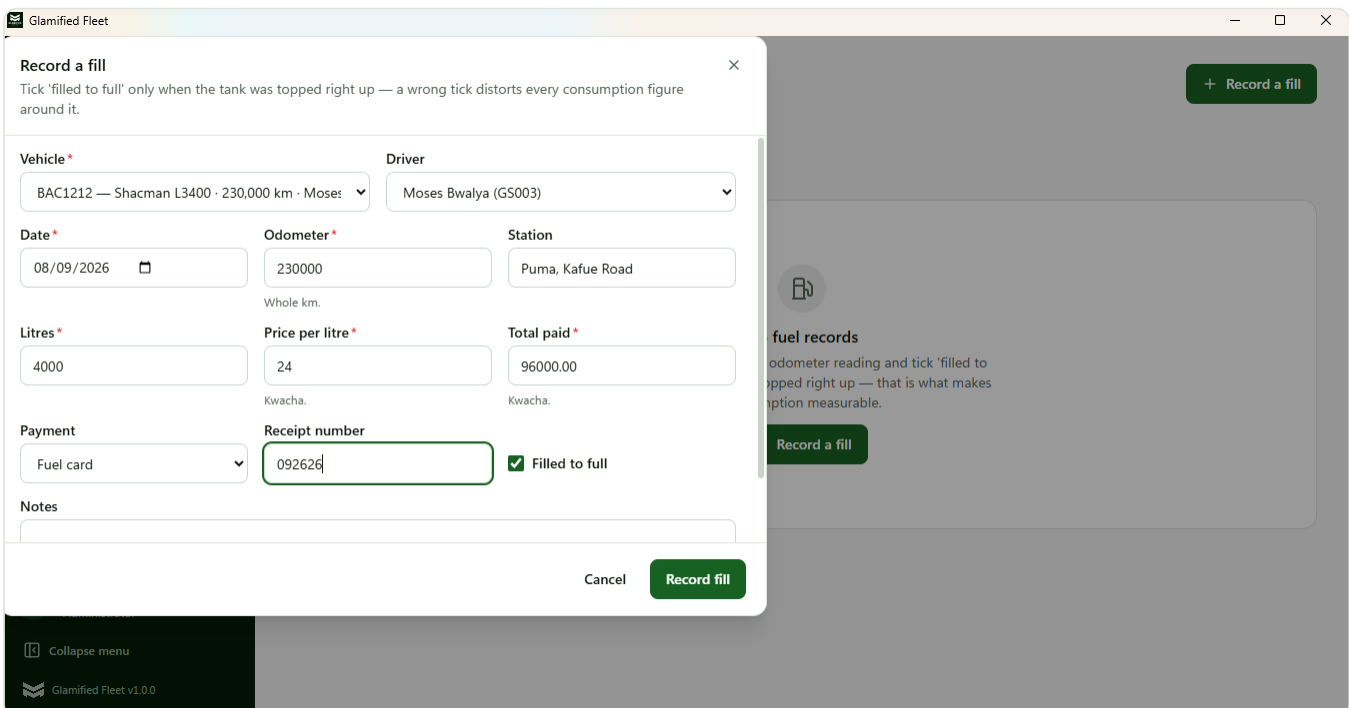
No fuel records

Record each fill with the odometer reading and tick 'filled to full' when the tank was topped right up — that is what makes consumption measurable.

+ Record a fill

Pick a vehicle to see its fills and consumption figures.

Recording a fill



Record a fill

Tick 'filled to full' only when the tank was topped right up — a wrong tick distorts every consumption figure around it.

Vehicle * Driver

BAC1212 — Shacman L3400 · 230,000 km · Moses Driver Moses Bwalya (GS003)

Date * Odometer * Station

08/09/2026 230000 Puma, Kafue Road

Whole km.

Litres * Price per litre * Total paid *

4000 24 96000.00

Kwacha. Kwacha.

Payment Receipt number

Fuel card 092626

☒ Filled to full

Notes

Cancel Record fill

Enter two of litres, price and total — the third fills itself in.

“Filled to full” is the most important tick in this program

Tick it only when the tank was topped right to the top. Leave it clear for a part-fill. A wrong tick distorts every consumption figure around it.

Why it matters that much

The only honest way to know what a vehicle drinks is to start from a full tank and measure again at the next full tank: the litres that went in over that stretch are exactly the litres that came out. A part-fill on its own tells you nothing, because nobody knows how full the tank was at either end.

Part-fills are not wasted — they are counted into the window they fall inside. But until a vehicle has had *two* full fills, the program will honestly show no consumption figure rather than invent one.

The screenshot shows the 'Fuel' management interface in the Glamified Fleet application. The left sidebar contains a navigation menu with sections: OVERVIEW (Dashboard), FLEET (Vehicles, Drivers), OPERATIONS (Trips, Fuel, Maintenance), and BUSINESS (user profile for Matthew Sheba, Administrator). The main content area is titled 'Fuel' and includes a note: 'Consumption is measured tank-to-tank, so only full fills close a window.' Below this is a dropdown menu 'Choose a vehicle...'. A table displays a single fuel fill record:

FILLED	VEHICLE	ODOMETER	LITRES	COST	DRIVER
09 Aug 2026 Puma, Kafue Road	BAC1212	230,000 km	4,000	K 96,000.00 K 24.00/L	Moses Bwalya

A '+ Record a fill' button is in the top right. A green notification bubble at the bottom right says 'Fill recorded'.

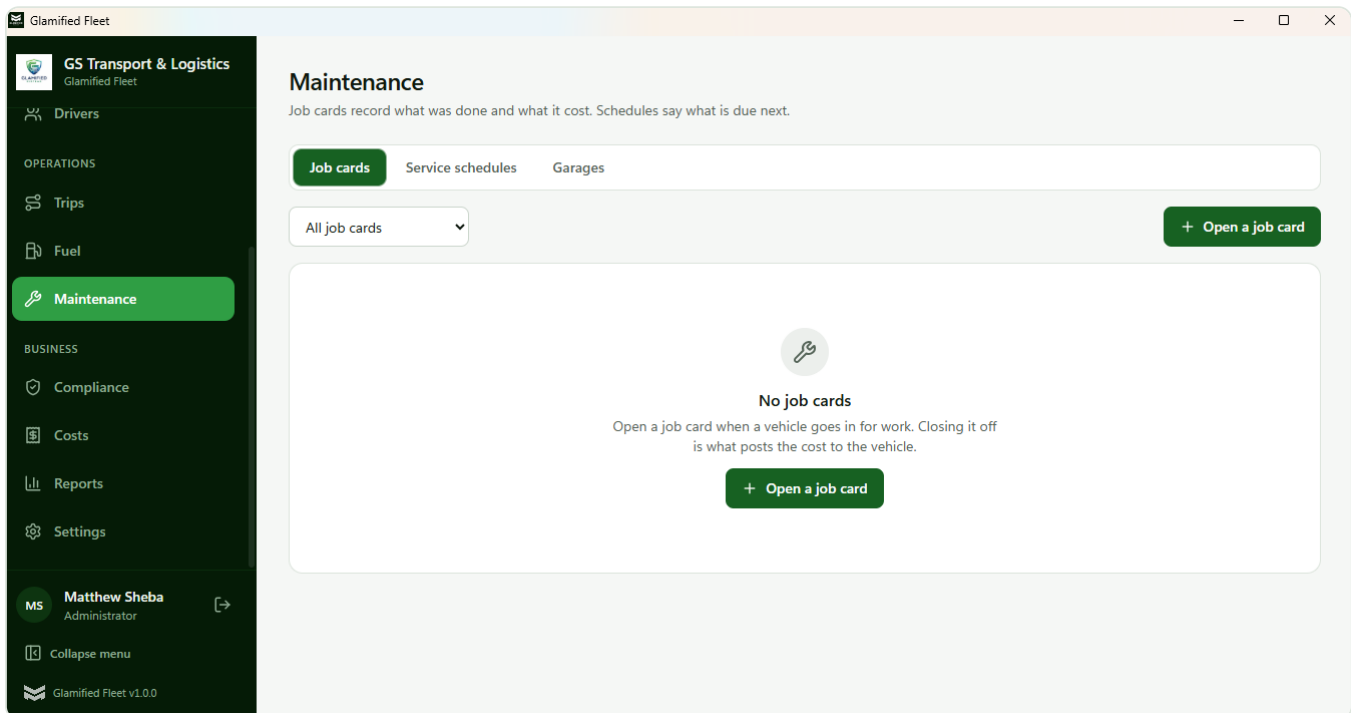
Each fill with its odometer, litres, cost and price per litre.

Pick a single vehicle and a summary appears above the list: average consumption in litres per 100 km, kilometres per litre, the distance those figures are based on, and the fuel cost per kilometre.

Click any fill to correct it. Correcting a fill also corrects the cost ledger — it never charges the vehicle twice.

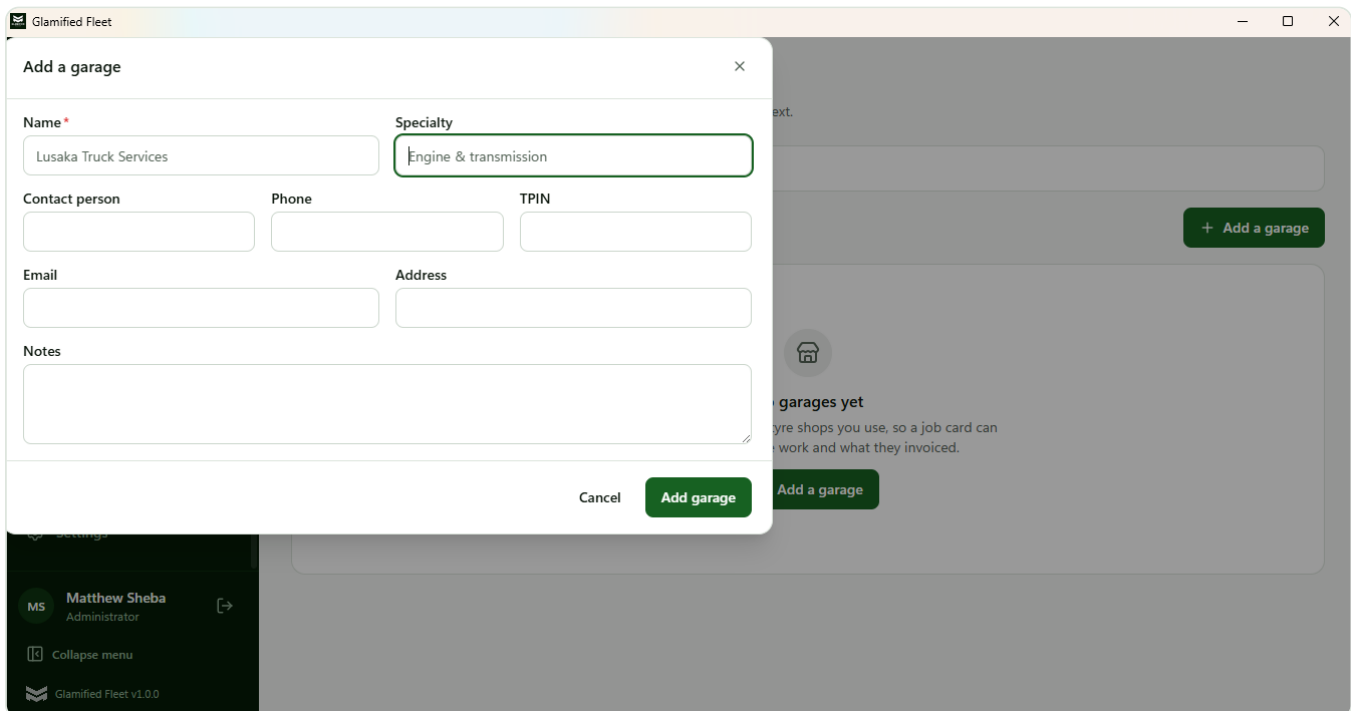
11 Maintenance

What was done, what it cost, and what is due next.



Three tabs: Job cards, Service schedules and Garages.

Garages — set these up first



Add the workshops and tyre shops you use before opening job cards.

Job cards

Open a job card when a vehicle goes in for work. Add a line for each part and each labour charge; the total is worked out from the lines.

Glamified Fleet

Open a job card

×

Parts and labour lines drive the total — the backend recomputes it from the lines.

vehicle

BAC1212 — Shacman L3400 - 230,000 km · ▾

Type of work

Scheduled service ▾

Garage

In-house ▾

Opened on *

08/09/2026 📅

Odometer

230000

Whole km.

Discharges schedule

None ▾

Closing this card resets that schedule.

Reported fault

Work performed

PARTS & LABOUR

Total K 0.00

KIND	DESCRIPTION	PART NO.	QTY	UNIT COST	TOTAL
Part ▾	Engine oil 15W-40		1		—

+ Add a line

Cancel

Open job card

🔒 Collapse menu

Glamified Fleet v1.0.0

Parts, labour and sublet work each get a line.

Closing the job card is what records the cost

An open job card is an intention; only a closed one charges the vehicle. Click **Close off**, enter the completion date and the odometer, and the cost goes to the vehicle's ledger. A completed job card cannot be edited afterwards — open a new one for further work.

Service schedules

Add a service schedule ✕

Set the interval; the due date and odometer are worked out from it and never stored.

Vehicle *

BAC1212 — Shacman L3400 · 230,000 km · Moses Bwalya ▼

Service name *

Engine oil & filter

Every

5000

Kilometres. Leave blank for time only.

Or every

6

Months. Whichever comes first wins.

Last serviced at

Without a baseline, nothing can be judged due.

Last serviced on

mm/dd/yyyy 📅

Notes

Cancel Save

No service schedules

Set an interval — 5,000 km or 6 months, whichever comes first — and due dates are worked out from the live odometer.

+ Add a schedule

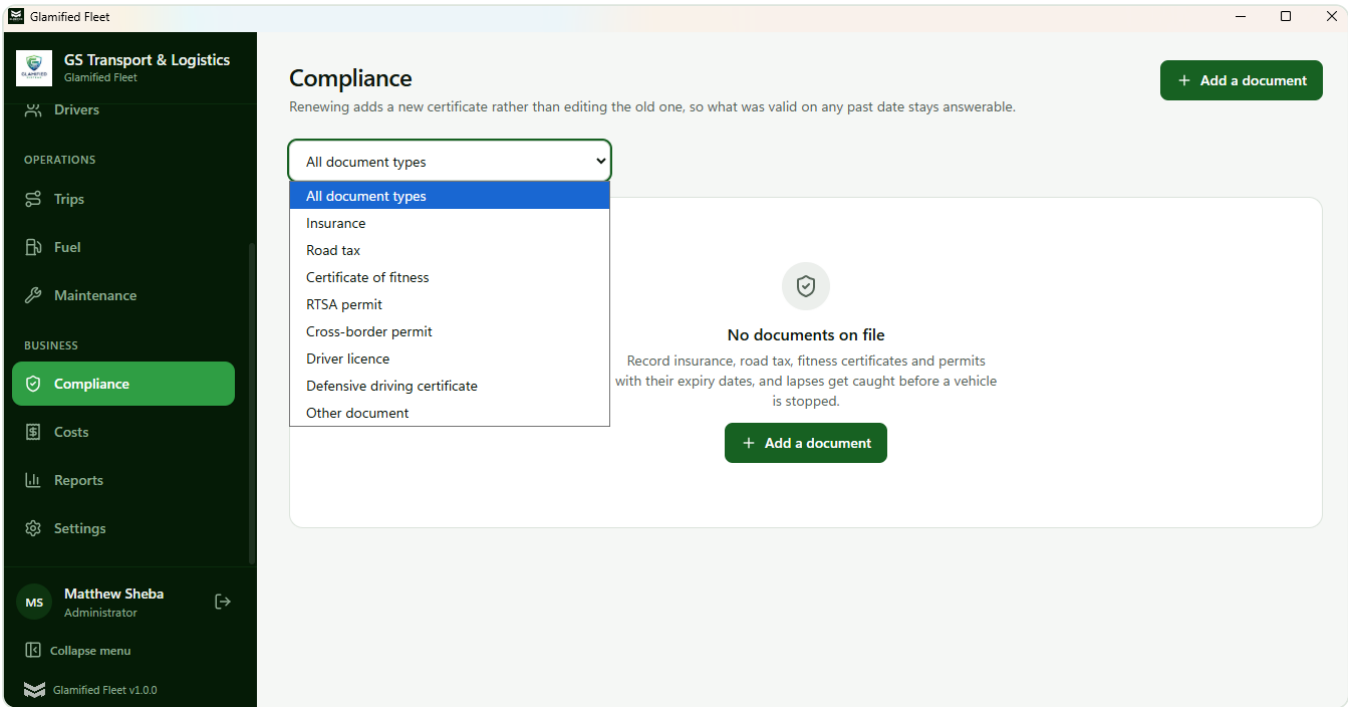
"Every 5,000 km or 6 months, whichever comes first."

Set a distance interval, a time interval, or both. You must also record when the service was last done — without that baseline nothing can be judged due.

Due dates are worked out fresh every time you look, from the vehicle's current odometer. If a job card is linked to a schedule, closing it resets that schedule automatically.

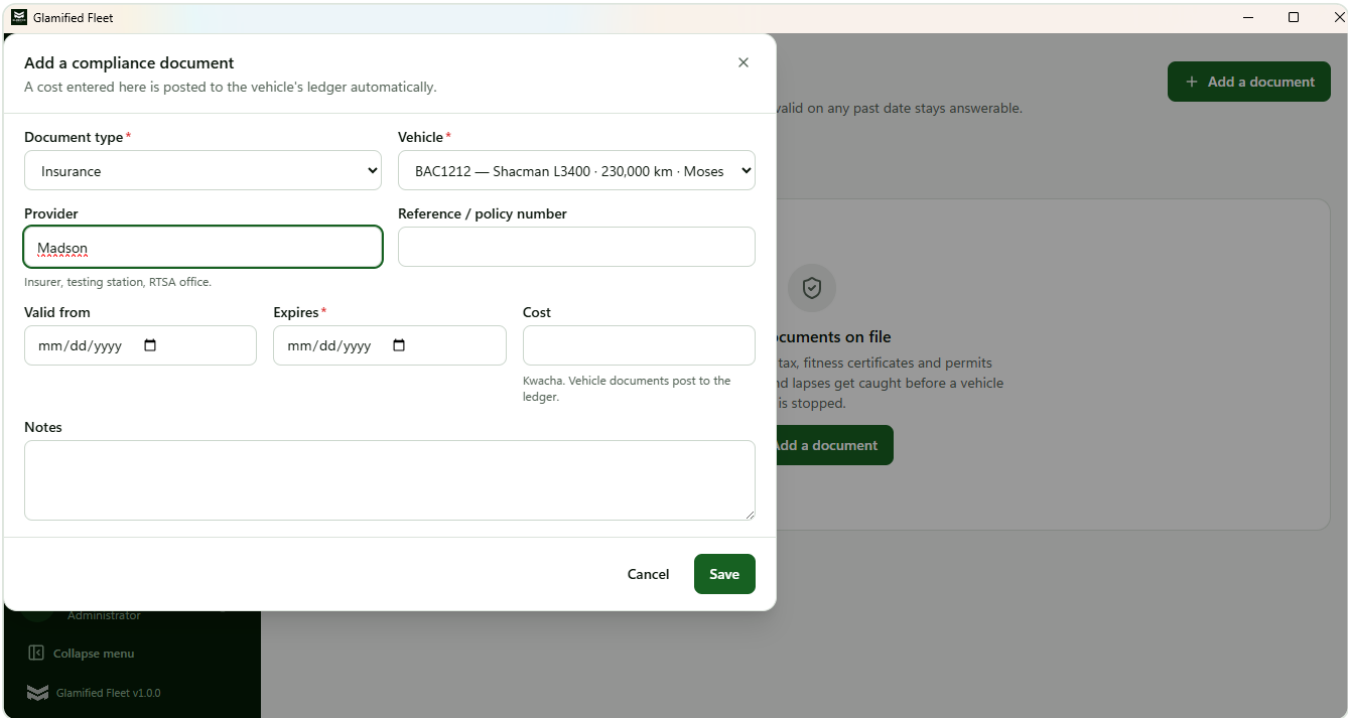
12 Compliance

Insurance, road tax, fitness, permits and driver licences.



Eight document types are catered for.

Most documents belong to a **vehicle**. Driver licences and defensive driving certificates belong to a **driver** — the form changes to ask for the right one.



A vehicle document — insurance, with its provider and expiry.

Choose "Driver licence" and the form asks for a driver instead.

Enter the cost and it is added to the vehicle's ledger automatically. Driver documents do not post a cost — a licence fee is a staff cost, not a running cost of any truck.

Renewing

Renew — do not edit the old one

Clicking **Renew** creates a *new* certificate and keeps the old one as history. This matters: if an accident claim turns on whether cover was live on a particular afternoon last year, that answer must still be in the program. Editing over the old dates would erase it.

The expiry warning period is 30 days by default and can be changed in Settings. Anything expired or expiring appears on the Dashboard.

13 Costs

The single ledger everything else feeds into.

Costs

Every kwacha a vehicle costs, posted here by fuel, maintenance and compliance — plus anything you add by hand.

Choose a vehicle... All cost types

Shown on this page **K 96,000.00** of 1 record

DATE	VEHICLE	TYPE	ODOMETER	SOURCE	AMOUNT
09 Aug 2026	BAC1212	Fuel 4000 L at Puma, Kafue Road	230,000 km	Fuel	K 96,000.00

The Source column shows which module put each cost here.

Most costs arrive here on their own:

- **Fuel** — the moment you record a fill
- **Job card** — when you close one off
- **Compliance** — when you record or renew a vehicle document

Those rows show a small padlock and cannot be edited here. Correct them where they were entered and the ledger follows automatically. This is deliberate: it is why your reports can never disagree with the records they came from.

Adding a cost by hand

Glamified Fleet

—

□

×

Add a cost

✕

For costs no other module owns — fines, tolls, parking, washes.

+ Add a cost

Vehicle *

Choose a vehicle... ▾

Cost type *

Fines ▾

Date *

08/09/2026 📅

Amount *

Kwacha.

Odometer

Optional.

Reference

Description

Cancel

Add cost

el, maintenance and compliance — plus anything you add by hand.

All cost types ▾

ord

TYPE	ODOMETER	SOURCE	AMOUNT
Fuel 4000 L at Puma, Kafue Road	230,000 km	🔒 Fuel	K 96,000.00

⚙️ Settings

MS Matthew Sheba Administrator [→]

[⌵] Collapse menu

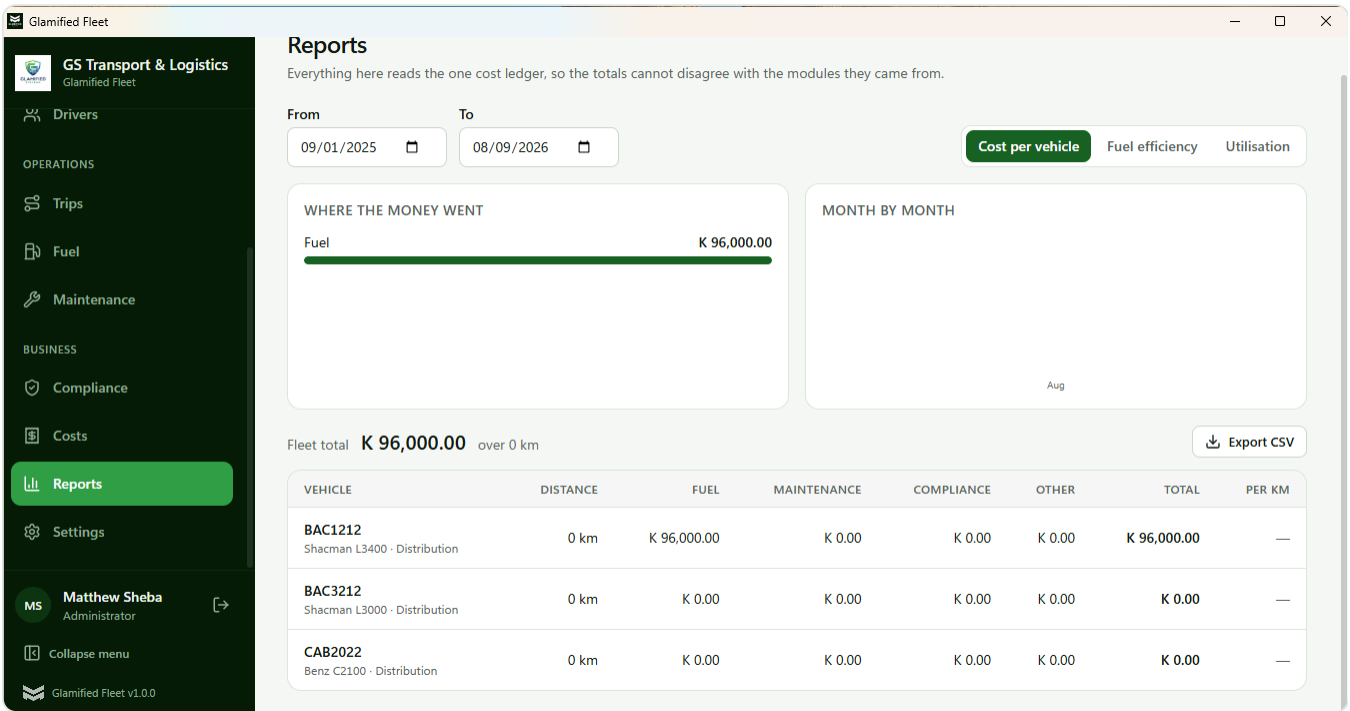
Glamified Fleet v1.0.0

For costs no other screen owns — fines, tolls, parking, washes.

Hand-entered costs can be edited or removed by clicking the row.

14 Reports

The answers the records were kept for.



Set the date range, then choose one of the three reports.

REPORT	WHAT IT TELLS YOU
Cost per vehicle	What each vehicle cost, split into fuel, maintenance, compliance and other — with the cost per kilometre. Plus where the money went overall, and month by month.
Fuel efficiency	Consumption for every vehicle, worst first. A vehicle with no figure has not had two full fills in the period.
Utilisation	Distance covered, trips run, workshop visits and days off the road. A vehicle covering little distance while visiting the workshop often is usually your most expensive.

Export CSV saves any report as a spreadsheet file. A message appears with a **Show in folder** button to find it.

15 Settings

Your details, your logo, and how much notice you want.

The screenshot shows the 'Settings' page in the Glamified Fleet application. The left sidebar is dark green with a white 'Settings' button. The main content area is light gray and contains two sections: 'Your business' and 'Warning thresholds'. The 'Your business' section has fields for Business name, TPIN, Address, Phone, and Email. The 'Warning thresholds' section has fields for Warn before expiry and Warn before service. A 'Save' button is located at the bottom right of the 'Your business' section.

Settings
Your business details, warning thresholds and users.

Your business
Shown on reports and printouts.

Business name: GS Transport & Logistics
TPIN: 1006559314

Address: Kasupe road, Lusaka West, Lusaka
Phone: 0770029595
Email: info.gs@gmail.com

Company logo:  [Replace](#) [Remove](#) PNG or JPEG. Scaled to 512px; a transparent background is kept.

Warning thresholds
How much notice you want before something expires or falls due.

Warn before expiry: 30
Warn before service: 500

[Save](#)

Your business details and logo. The logo appears at the top of the menu.

Company logo — click **Upload logo** and choose a PNG or JPEG. It is scaled down automatically, and a transparent background is kept.

Warning thresholds

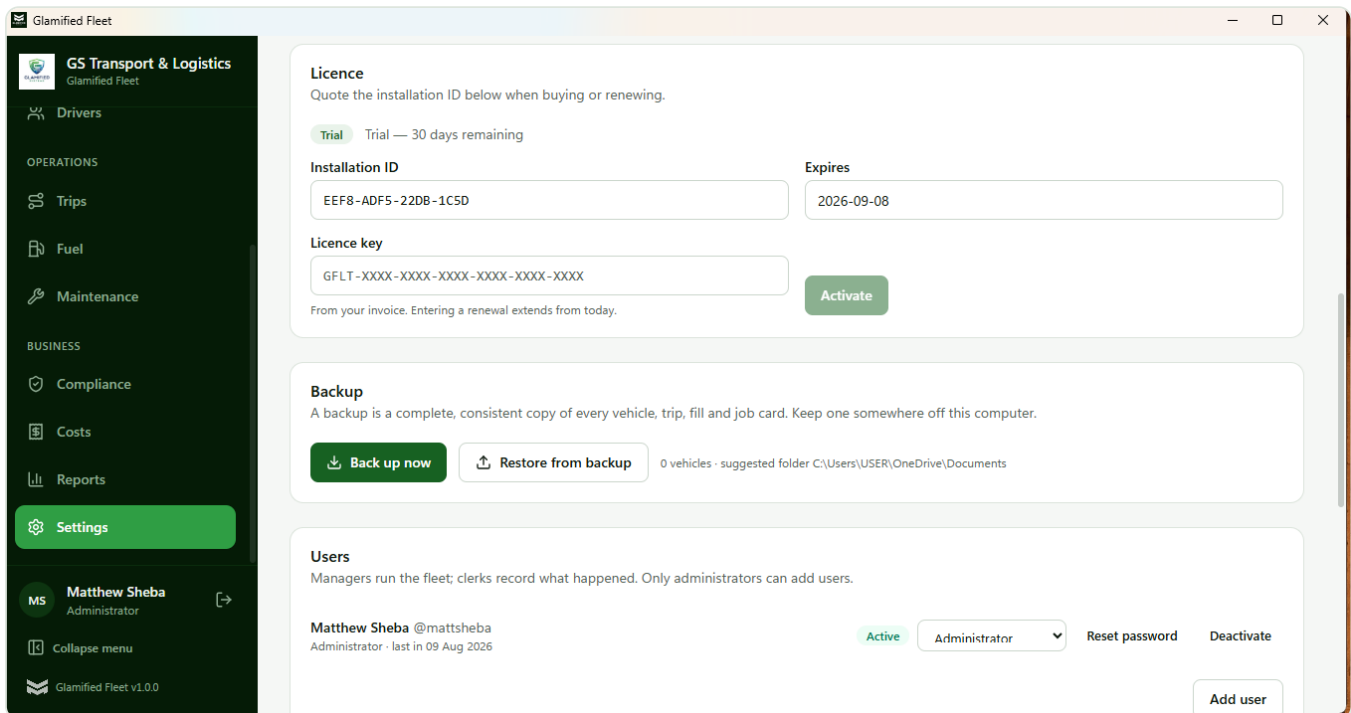
SETTING	WHAT IT DOES
Warn before expiry	Days of notice before a document expires. 30 is the default — roughly what it takes to get insurance and a fitness certificate turned round.
Warn before service	Kilometres of notice before a service falls due.

Audit log

At the bottom of Settings, administrators and managers can see every change made in the program — what was done, by whom, and when. It is written automatically and cannot be edited.

16 Your licence

Thirty days free, then a key from your invoice.



Licence, backup and users, all in Settings.

- 1 Note the **Installation ID** shown on screen.
- 2 Quote it to Glamified Systems when buying or renewing.
- 3 Type the key you are given into **Licence key** and click **Activate**.

Keys look like GFLT-XXXX-XXXX-XXXX-XXXX-XXXX .

STATE	WHAT IT MEANS
Trial	30 days from first use, everything working.
Active	Licensed. The days remaining are shown.
Grace	Expired, but you can keep working for another 30 days. Please renew.
Expired	The program is locked until a key is entered.

Your records are never held hostage

Even when a licence has fully expired, you can still take a backup. Your data is yours. Entering a key unlocks everything again exactly as you left it.

Moving to a new computer? Click **Remove licence** here first, then activate the same key on the new machine.

17 Backing up

Ten seconds a week against losing everything.

In **Settings** → **Backup**, click **Back up now** and choose where to save. The program suggests a cloud-synced folder such as OneDrive if it finds one.

Your data is on this computer and nowhere else

If this machine is stolen, or its disk fails, an old backup is the only thing between you and starting again. Keep a copy somewhere off this computer — OneDrive, Google Drive, or a memory stick kept elsewhere.

Restoring

Restore from backup asks twice on purpose. It first tells you what is in the file you picked, then asks you to confirm. A safety copy of your present data is taken before anything is replaced, so a mistake can be undone.

18 Users and what each can do

Three roles, matching the three jobs in a fleet office.

Only an administrator can add users. New users are given a temporary password and must choose their own the first time they sign in.

CAN THEY...	CLERK	MANAGER	ADMIN
See the dashboard, vehicles, drivers and reports	Yes	Yes	Yes
Record trips, fuel and job cards	Yes	Yes	Yes
Add or change vehicles and drivers	—	Yes	Yes
Assign a vehicle to a driver	—	Yes	Yes
Close off a job card (signing off the cost)	—	Yes	Yes
Record and renew compliance documents	—	Yes	Yes
Take a backup	—	Yes	Yes
See the audit log	—	Yes	Yes
Add users and change roles	—	—	Yes
Restore a backup	—	—	Yes
Enter or remove a licence key	—	—	Yes

A clerk records what happened; a manager runs the fleet; an administrator owns the installation. Deactivating a user takes effect on their very next click — you do not have to wait for them to sign out.

19 If something goes wrong

The handful of things people actually run into.

“The odometer cannot go backwards”

You have entered a reading lower than one already recorded for that vehicle on an earlier date — or higher than one recorded later. The message names the reading it clashes with and the date. Check the vehicle's **odometer trail** to see which entry is wrong, and correct that one.

Why the program is strict about this

One mistyped reading does not spoil one record — it spoils every consumption and cost-per-kilometre figure after it. Refusing it at the point of entry is far cheaper than hunting for it in a report six months later.

“Litres × price per litre does not match the total paid”

Check the pump slip. One of the three numbers has been keyed wrongly.

A vehicle shows no consumption figure

It has not yet had two fills marked **Filled to full**. This is correct behaviour — the program will not invent a figure it cannot measure.

A driver or vehicle will not delete

They have history. Use **Archive** instead — the record leaves the working list but stays answerable.

The garage list is empty on a job card

Add garages first: **Maintenance** → **Garages**.

Windows warns when opening the installer

Click **More info** → **Run anyway**. The installer is not yet code-signed. It is not a virus warning.

Forgotten password

An administrator can reset it in **Settings** → **Users**. If the forgotten password *is* the only administrator's, it cannot be recovered by anyone — nothing is stored online. This is why that password should be written down and kept safe.