

User Password Reset by an Administrator of People

Introduction

The length and strength of passwords on your site as well as the amount of incorrect attempts users get before their account is frozen is set by an administrator and explained [here](#).

A user can reset their password themselves using the 'forgot your password' link on the log-in page as outlined [here](#).

Additionally, an application administrator of People can reset a user's password from Admin > People, however, we would always recommend asking the user to attempt to reset this themselves via the login page first, as this allows the user to set their own password straight away.

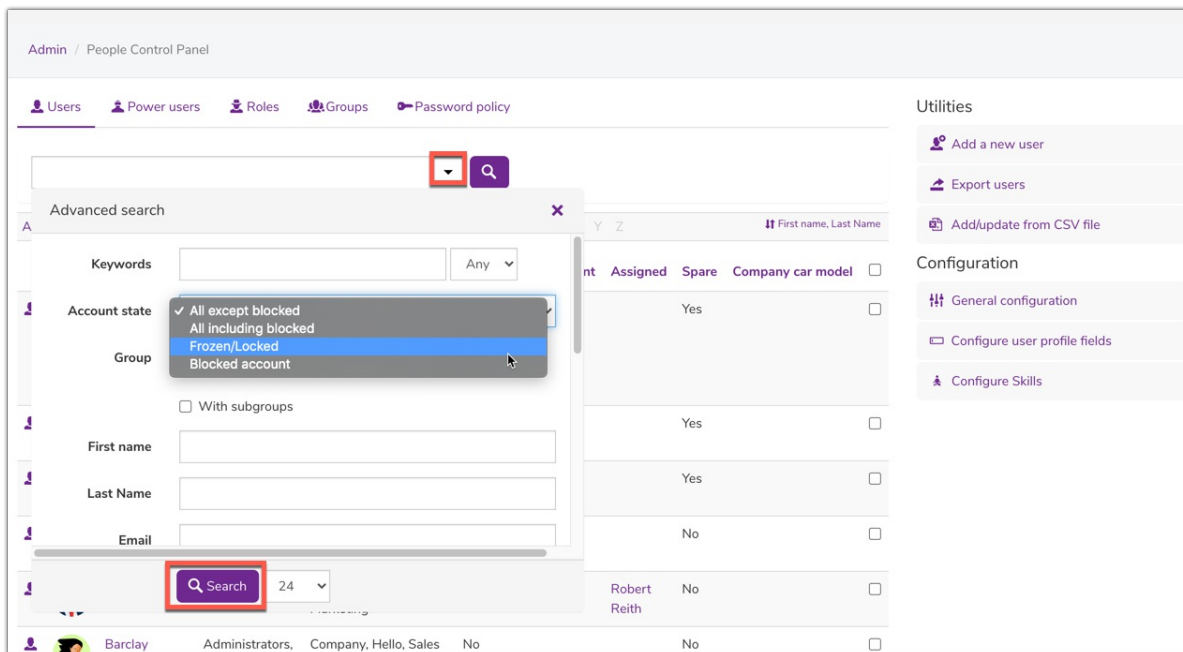
If you are an application administrator that needs to reset a user password, follow the steps below.

- Head to Admin > People

Search for the user in question and click on their profile.

Photo	Full name	Role	Group	Dummy User Account	Assigned	Spare	Company car model
	Abigail Clark	none	Company, Hello, Human Resources, Learning and Development, New Starter	Yes		Yes	
	Alison Kelly	none	Company, Hello, Human Resources	Yes		Yes	
	Amelia Jackson	none	Company, Hello, Human Resources	Yes		Yes	
	Anne Wilkins	Managers	Company, Hello, Professional Services	Yes		No	
	Austin Glover	none	Company, Hello, Marketing	Yes	Robert Reith	No	

Please note: depending on your password policy you may need to use the advanced search function to look specifically for 'frozen/locked' accounts if the timeframe for an account to be locked has not passed (shown below).



- On the user profile

As an administrator, you can manually reset the user's password or generate a random one. In both cases, an email with the new credentials can be sent to the user.

There is also an option to ensure the user is prompted to set their own password upon login.

So when resetting a users password:

1. Manually/randomly enter a new password.
2. Select the email option.
3. Enter the 'other settings' tab to ensure the prompt is selected.
4. Click 'update' to save this and the email to the user will be generated.

The steps are demonstrated in the videos below.

Manually reset password

claromentis

What are you looking for?

15:39

HOME

COMPANY

DEPARTMENT

FORMS

PROJECTS

BUG TRACKER

NEW STARTER

MOBILE THEME SWITCH

Admin / People Control Panel

Users

Power users

Roles

Groups

Password policy

All

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

Y

Z

First name, Last Name

Photo	Full name	Role	Group	Dummy User Account	Assigned	Spare	Company car model	
	Abigail Clark	none	Company, Hello, Human Resources, Learning and Development, New Starter	Yes		Yes		
	Alison Kelly	none	Company, Hello, Human Resources	Yes		Yes		
	Amelia Jackson	none	Company, Hello, Human Resources	Yes		Yes		
	Anne Wilkins	Managers	Company, Hello, Professional Services	Yes		No		
	Austin Glover	none	Company, Hello, Marketing	Yes	Robert Reith	No		
	Barclay	Administrators	Company, Hello, Sales	No		No		

Utilities

Add a new user

Export users

Add/update from CSV file

Configuration

General configuration

Configure user profile fields

Configure Skills

Generate random password

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What are you looking for?

15:40

HOME

COMPANY

DEPARTMENT

FORMS

PROJECTS

BUG TRACKER

NEW STARTER

MOBILE THEME SWITCH

Human Resources, Learning and Development, New Starter

	Alison Kelly	none	Company, Hello, Human Resources	Yes		Yes		
	Amelia Jackson	none	Company, Hello, Human Resources	Yes		Yes		
	Anne Wilkins	Managers	Company, Hello, Professional Services	Yes		No		
	Austin Glover	none	Company, Hello, Marketing	Yes	Robert Reith	No		
	Barclay Martin	Administrators, Claromentis	Company, Hello, Sales	No		No		
	Brian MacDonald	none	Company, Hello, Marketing	Yes	Dave Arril	No		
	Charles Johnston	none	Company, Hello, Support	Yes		No		
	Claire Bond	none	Company, Hello, Testing	Yes		No		
	Claromentis Administrator	Administrators, Claromentis	New Starter	No		No	Ford Focus	
	Connor Chapman	none	Company, Hello, Human Resources	Yes		No		
	Dan Rutler	none	Company, Hello	Yes		No		

Configure user profile fields

Configure Skills

The user's experience

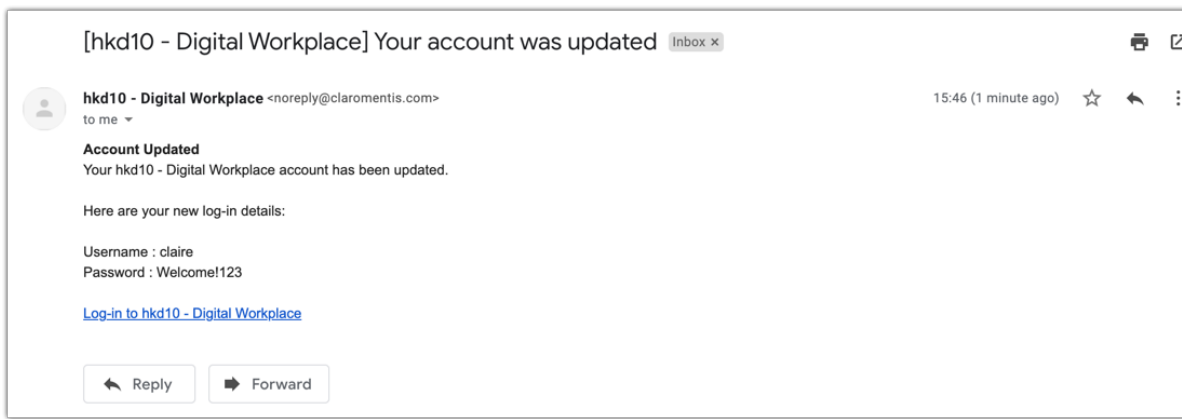
Any password reset will result in an email being sent to the associated email address with the user account.

The user can enter the credentials given in the email to log in successfully.

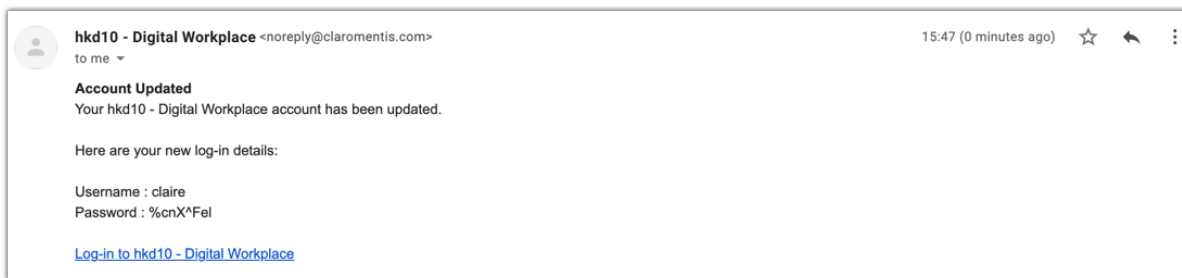
If the prompt option was selected, the user will set their own password after login with the email credentials.

They will not be able to navigate around the Intranet until a new password is reset.

Manually reset password email



Generate random password



Prompt given upon next user login

