

## User Password Reset by an Administrator of People

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### Introduction

The length and strength of passwords on your site, as well as the number of incorrect attempts users get before their account is frozen is set by an administrator in the [Password Policy](#).

A user can reset their password themselves, and in line with the policy, by using the [forgot your password](#) link on the log-in page.

Additionally, an application administrator of People can reset a user's password from Admin > People, as this guide will explain; 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 who needs to reset a user's password, follow the steps below.

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## Resetting a user's password as an admin

- Head to Admin > People

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

Admin > People Control Panel

User licences Licence limit Unlimited Active users 54 Remaining users Unlimited

Extranet user limit Unlimited Active extranet users 7 Remaining extranet users Unlimited

If required, more user licenses can be requested on our support portal [Request licences](#) [More details](#)

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, Surname](#)

Photo	Full name	Job Title	Role	Group	Extranet area	Last time login	Royalty Percentage
	Abigail Clark	Human Resources Assistant	none	Company, Franchise Royalty Submitters, Franchisor HQ, Human Resources, Learning and Development	Primary Area	08-01-2026 09:05	5.00
	Alan Metcalfe	Sales Assistant	none	Company, Franchisor HQ, Onboarding, Sales	Primary Area	17-04-2025 17:17	
	Alison Kelly	Human Resources Assistant	none	Company, Human Resources	Primary Area	26-05-2020 15:45	

Accounts currently frozen/locked can be located using the advanced search:

Users Power users Roles Groups Password policy

Advanced search

Keywords  Any

Account state

Group  Any

With subgroups

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Photo	Full name	Job Title	Role	Group	Extranet area	Last time login	Royalty Percentage
	Alan Metcalfe	Sales Assistant	none	Company, Franchisor HQ, Onboarding, Sales	Primary Area	17-04-2025 17:17	

**- On the user profile**

As an administrator, you can manually reset the user's password or generate a random one.

In both cases, we can ensure an email with the new credentials is 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 user's password:**

1. Manually/randomly enter a new password
2. Check the email option
3. Enter the 'Other settings' tab to ensure the new password 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 the password*

Your browser doesn't support video.  
Please download the file: [video/mp4](#)

#### *Generate a random password*

Your browser doesn't support video.  
Please download the file: [video/mp4](#)

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## The user's experience

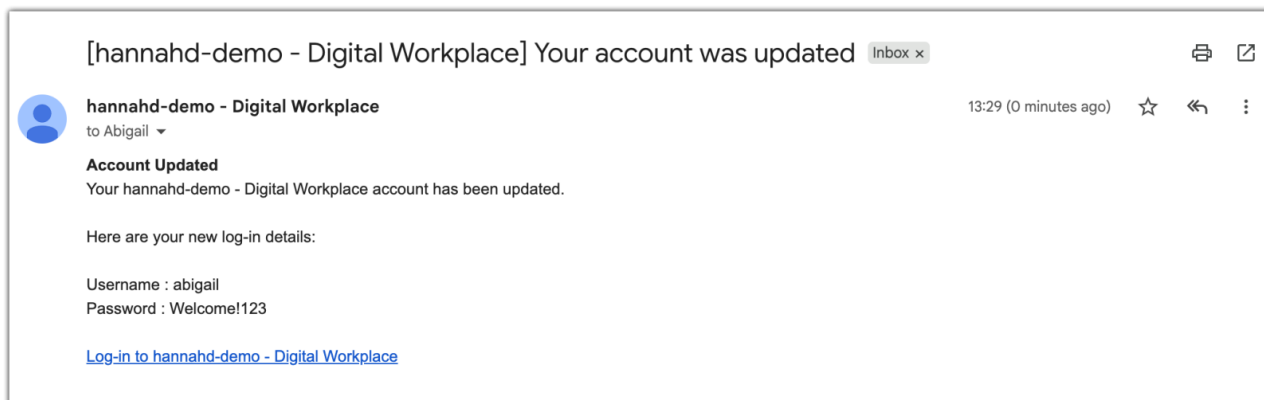
Any password reset will result in an email being sent to the associated email address with the user account.

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

If the prompt option is selected, the user will set their own password after logging in with their email credentials.


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

#### *Manually reset password email*



#### *Generate a random password*

[hannahd-demo - Digital Workplace] Your account was updated Inbox x 🖨️ 🔗

 **hannahd-demo - Digital Workplace** 13:38 (0 minutes ago) ☆ ↶ ⋮  
to me ▾

**Account Updated**  
Your hannahd-demo - Digital Workplace account has been updated.

Here are your new log-in details:

Username : abigail  
Password : AUUmqUMJ

[Log-in to hannahd-demo - Digital Workplace](#)

*Prompt given upon next user login*

Your browser doesn't support video.  
Please download the file: [video/mp4](#)

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