User Password Reset by an Administrator of People

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.

Resetting a user's password as an admin

- Head to Admin > People

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

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

- 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
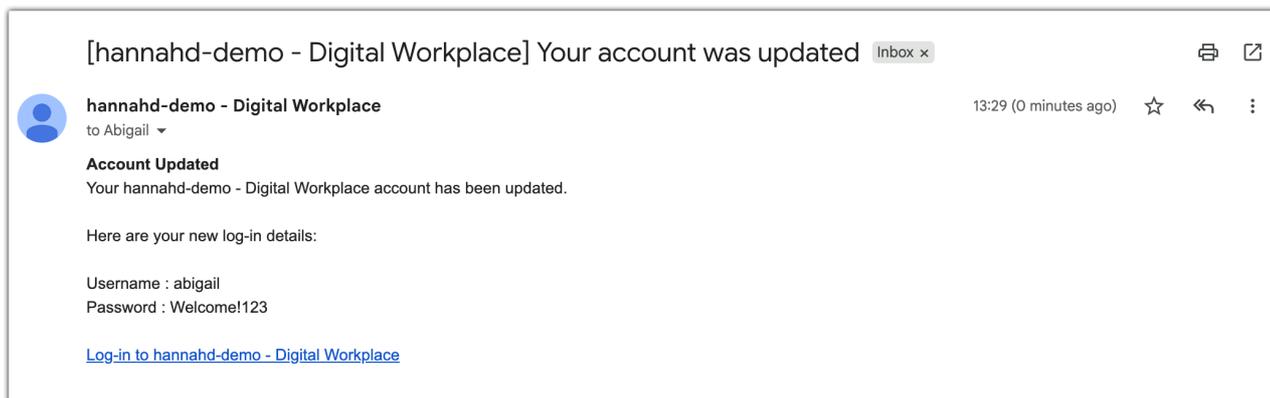
The user's experience

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

[hannahd-demo - Digital Workplace] Your account was updated Inbox ×

hannahd-demo - Digital Workplace   13:29 (0 minutes ago)
to Abigail

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

Here are your new log-in details:

Username : abigail
Password : Welcome!123

Log-in to hannahd-demo - Digital Workplace

Generate a random password

[hannahd-demo - Digital Workplace] Your account was updated Inbox ×

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

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Tags: intranet, login, password, people, user guide, password reset, log in