

## 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.

Admin / People Control Panel

Users Power users Roles Groups Password policy

Utilities

- Add a new user
- Export users
- Add/update from CSV file

Configuration

- General configuration
- Configure user profile fields
- Configure Skills

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).

Admin / People Control Panel

Users Power users Roles Groups Password policy

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Advanced search

Keywords  Any

Account state

- All except blocked
- All including blocked
- Frozen/Locked**
- Blocked account

Group

With subgroups

First name

Last Name

Email

Search 24

Account state	Assigned	Spare	Company car model
	Yes		
	Yes		
	Yes		
	No		
Robert Reith	No		
Barclay		No	

### - 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

The screenshot shows the Claramentis People Control Panel. The header includes the Claramentis logo, a search bar, and navigation links: HOME, COMPANY, DEPARTMENT, FORMS, PROJECTS, BUG TRACKER, NEW STARTER, and MOBILE THEME SWITCH. The main content area is titled 'Admin / People Control Panel' and features a navigation menu with 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy'. A search bar is present above a list of users. The user list has columns for Photo, Full name, Role, Group, Dummy User Account, Assigned, Spare, and Company car model. The right sidebar contains 'Utilities' (Add a new user, Export users, Add/update from CSV file) and 'Configuration' (General configuration, Configure user profile fields, Configure Skills).

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	<input type="checkbox"/>
	Alison Kelly	none	Company, Hello, Human Resources	Yes		Yes	<input type="checkbox"/>
	Amelia Jackson	none	Company, Hello, Human Resources	Yes		Yes	<input type="checkbox"/>
	Anne Wilkins	Managers	Company, Hello, Professional Services	Yes		No	<input type="checkbox"/>
	Austin Glover	none	Company, Hello, Marketing	Yes	Robert Reith	No	<input type="checkbox"/>
	Barclay	Administrators	Company, Hello, Sales	No		No	<input type="checkbox"/>

### Generate random password

claromentis

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			<input type="checkbox"/>
	Amelia Jackson	none	Company, Hello, Human Resources	Yes		Yes			<input type="checkbox"/>
	Anne Wilkins	Managers	Company, Hello, Professional Services	Yes		No			<input type="checkbox"/>
	Austin Glover	none	Company, Hello, Marketing	Yes	Robert Reith	No			<input type="checkbox"/>
	Barclay Martin	Administrators, Claromentis	Company, Hello, Sales	No		No			<input type="checkbox"/>
	Brian MacDonald	none	Company, Hello, Marketing	Yes	Dave Arril	No			<input type="checkbox"/>
	Charles Johnston	none	Company, Hello, Support	Yes		No			<input type="checkbox"/>
	Claire Bond	none	Company, Hello, Testing	Yes		No			<input type="checkbox"/>
	Claromentis Administrator	Administrators, Claromentis	New Starter	No		No	Ford Focus		<input type="checkbox"/>
	Connor Chapman	none	Company, Hello, Human Resources	Yes		No			<input type="checkbox"/>
	Dan Butler	none	Company, Hello,	Yes		No			<input type="checkbox"/>

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

[hkd10 - Digital Workplace] Your account was updated Inbox x

**hkd10 - Digital Workplace** <noreply@claromentis.com> 15:46 (1 minute ago) ☆ ↶ ⋮  
to me ▾

**Account Updated**  
Your hkd10 - Digital Workplace account has been updated.

Here are your new log-in details:

Username : claire  
Password : Welcome!123

[Log-in to hkd10 - Digital Workplace](#)

↶ Reply    ↷ Forward

Generate random password

 **hkd10 - Digital Workplace** <noreply@claromentis.com> 15:47 (0 minutes ago) ☆ ↶ ⋮  
to me ▾

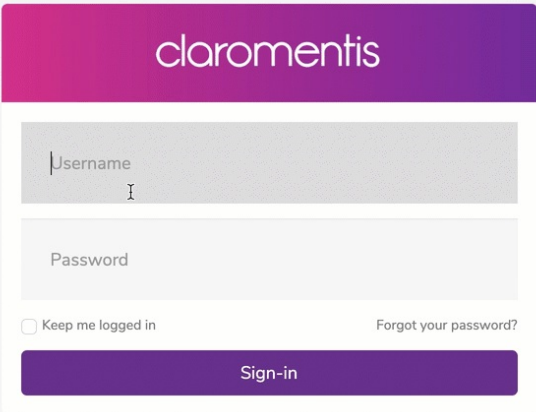
**Account Updated**  
Your hkd10 - Digital Workplace account has been updated.

Here are your new log-in details:

Username : claire  
Password : %cnX^Fel

[Log-in to hkd10 - Digital Workplace](#)

*Prompt given upon next user login*



The image shows a login form for Claromentis. At the top is a purple gradient bar with the 'claromentis' logo in white. Below this are two input fields: 'Username' and 'Password'. The 'Username' field has a cursor and the letter 'I' is visible. Below the input fields are two options: a checkbox for 'Keep me logged in' and a link for 'Forgot your password?'. At the bottom of the form is a purple 'Sign-in' button. The background of the page is light gray with a decorative purple and orange gradient at the bottom. A small 'II' icon is visible in the bottom right corner of the page.

Created on 22 March 2021 by [Hannah Door](#). Last modified on 1 December 2023

Tags: [intranet](#), [login](#), [password](#), [people](#), [user guide](#), [password reset](#), [log in](#)