

Resetting a Password

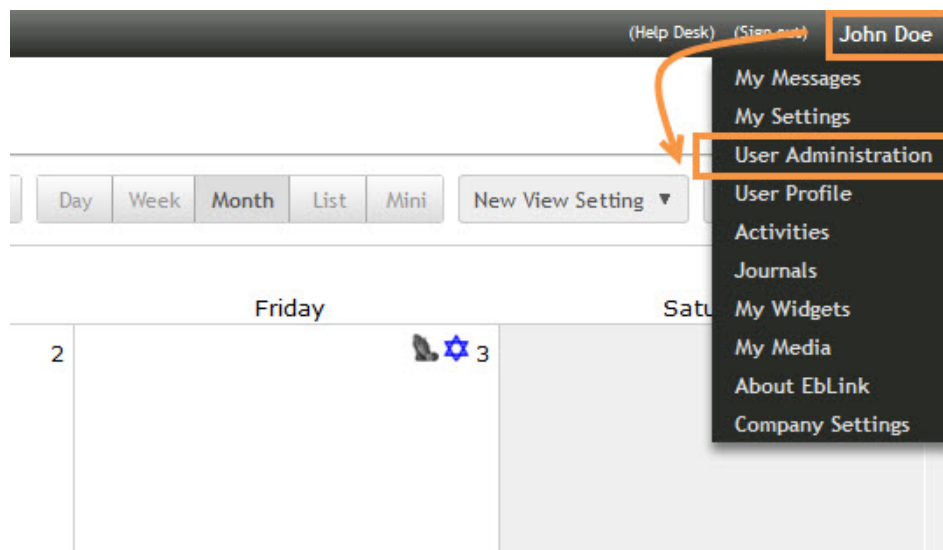
Updated: May 20, 2015

As an account administrator, you are able to reset passwords. You might do this when a user forgets his or her login credentials or when a new user account has just been set up.

These instructions are for an account's Sys Admin to reset the password for users on the account. If you are a user needing to reset your password, simply click the "reset password" link on the login page. If you are logged in and would like to change your password, see [this article](#).

To reset a password and send a notification:

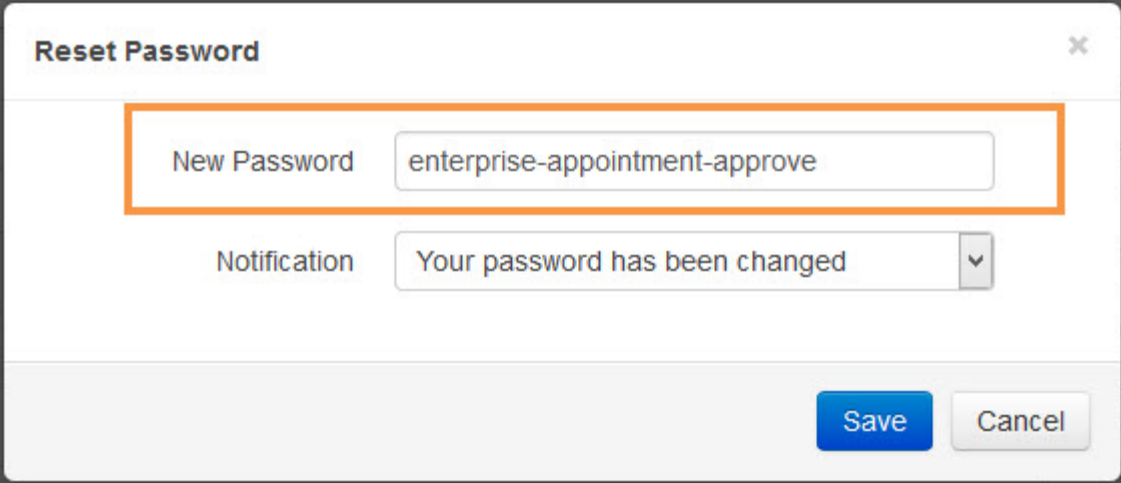
1. Hover over your name in the upper-right corner of the screen and click *User Administration*.



2. Click *Reset Password* on the right by the user who's password you would like to reset.

User Administration				Add User
show deactivated users				
NAME	USERNAME	PRIMARY EMAIL	LAST LOGIN	ACTIONS
Avails, Test	TestAvails	support@eventbooking.com	10/10/2012	Reset Password
Bytheway, Owen	obytheway	owen.bytheway@eventbooking.com		Reset Password

3. You can use the system-generated random password, or enter the password the user would like (the user can always [update their password](#) once logged in).



Reset Password [X]

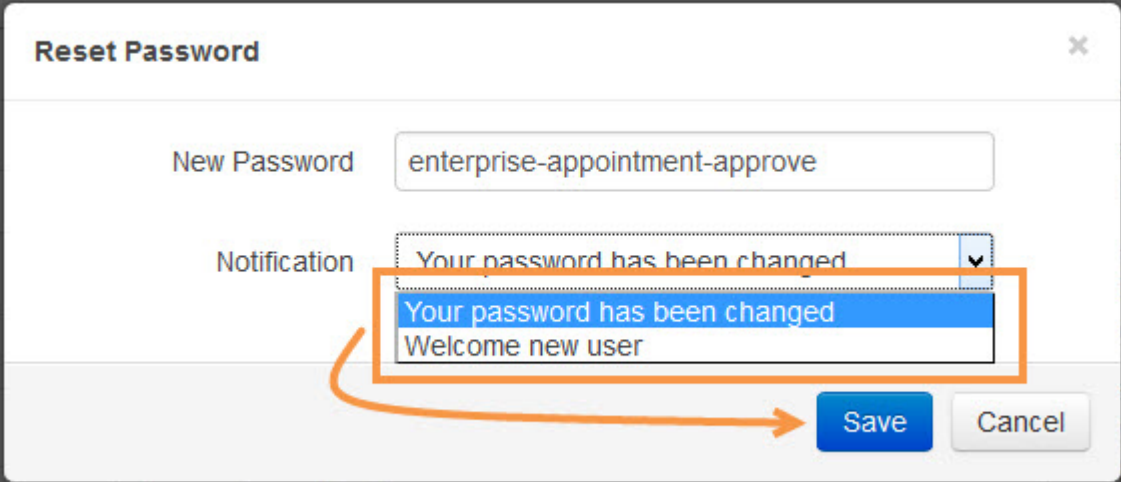
New Password

Notification

Save Cancel

owen.bytheway@eventbooking.com Reset Password

4. Choose which notification you'd like to send: a notification that the password has been changed, or a new user welcome message. Click **Save**.



Reset Password [X]

New Password

Notification

Your password has been changed
Welcome new user

Save Cancel

owen.bytheway@eventbooking.com Reset Password

The password has been changed and a notification sent.