



Job Aid

Resetting User Passwords

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Version 1.0

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Introduction

This Job Aid will walk you through the process for resetting your Teams' user profile passwords.

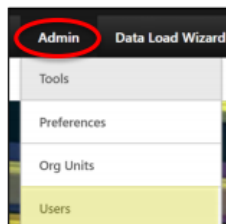
As an Administrator for your company, you can reset the password for users in your team. You have two (2) options to complete the password reset for users within your company:

1. **Option 1: Send Forgot Password Email.** Users must have a valid email address saved for you to use this option.
2. **Option 2: Define a temporary password.** The user must login within 24 hours to reset this temporary password once it has been issued.

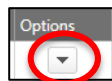
Reset User Password: Define Temporary Password

All your users' training records and certificates can be viewed in their transcript.

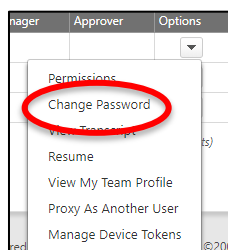
1. From within the **Welcome** page, hover over the **Admin** tab located in the top navigation bar.
2. Select the **Users** option from the dropdown list.



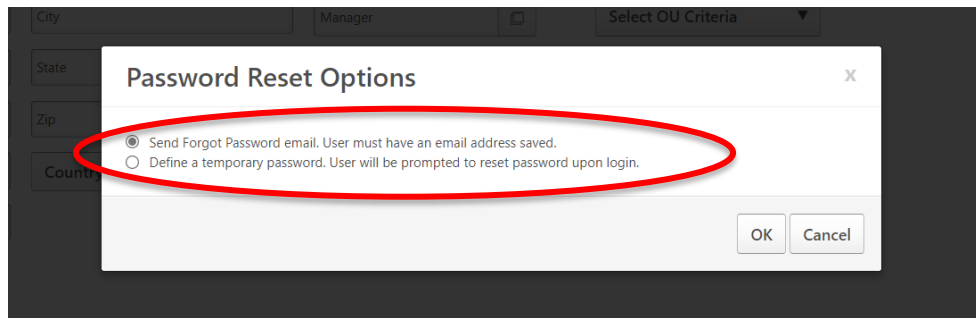
3. Enter the users **First name, Last name, and/or Email** in the search fields, and click on the **Search** button.
4. The user name appears in the **Search Results** section at the bottom of the screen.
5. Go to the user that is requiring the reset, and click on the downward arrow icon in the **Options** column for the user.



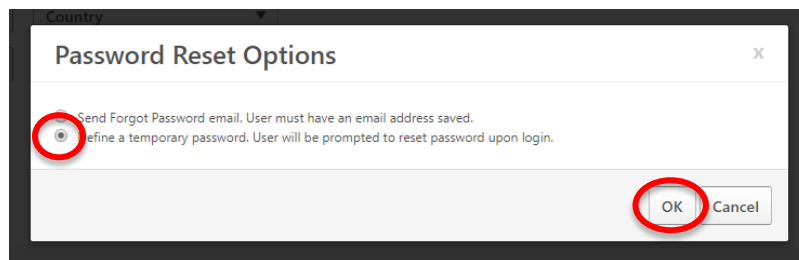
6. Click on the **Change Password** option from the dropdown list.



7. You will be presented with two (2) options below:



8. The first option sends a **Forgot Password email** to the user based on the email saved in their account profile, and the second option allow you to **define a temporary password** for the user. You can then send this new temporary password to the user.
9. To define a temporary password, click on the second option "**Define a temporary password**" and click on the **OK** button.



10. A new page will open where you can enter the temporary password for the user. Once complete, click on the Save button. The temporary password is saved and issued, and the user must login within 24 hours to reset this temporary password.

