



Resetting User and Contact Passwords

Published on 11/10/2016

To reset a password for a user:

1. Navigate to **Account > Account Settings > Users/Groups**.
2. Click the user record in need of a password reset.
3. Type a new password in the "Reset Password" section, re-type the password, and then click "Save".
4. (Optional) Resend the login credentials to the user by clicking the gray "Resend Credentials" near the top of the page.

To reset a password for a contact:

1. Navigate to **'Contacts.'**
2. Click the contact record in need of a password reset.
3. Type a new password for the contact in the **'Reset Password'** and **'Confirm Password'** sections. Click **'Save.'**
4. (Optional) Resend the login credentials to the contact by clicking the gray **'Resend Credentials'** near the top of the **'Login Credentials'** section.