

Resetting User and Contact Passwords

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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 the '**Contacts**' tab.
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.