

[Home](#) > Reset Forgotten Password

## Reset Password

1. Log in.
2. Click on Manage Users under Admin menu.
3. Search for a user.
4. Click on the user link.
5. Click on **Reset Password** link under Actions on the User Summary page of that user.

## User Summary for test test

[Profile](#) [Roles & Permissions](#) [Taxonomy](#) [QAR Teams](#) [Access Codes](#) [Modules](#)

<b>Name</b>	test test	<b>Username</b>	test@advanc-ed.org
<b>Account Active</b>	Yes	<b>Account Locked</b>	No
<b>Last Login</b>	Dec 11, 2010 8:47:49 AM	<b>Last Updated</b>	May 4, 2007 1:04:34 PM
<b>Works For</b>	Banks County Middle School		

### Addresses

Type	Address 1	City	Zip	State	Country
Work	712 Thompson Street	Homer	30547	Georgia	United States

### Phone Numbers

Type	Number
Primary Business	706-677-2277

### Notes

Type	Text	Author	Date
Nothing found to display.			

### Actions

- [Edit Profile](#)
- [Qualify User](#)
- [Reset Password](#) [Instructions on Resetting Password](#)
- [Deactivate User](#)

Click on the **Reset Password** link



The Reset Password link in the Manage Users screen will now open a new window and allow you (the "Administrator") to initiate the "Forgot Password" flow as though the user would. This means the onscreen messaging is written assuming the actual user were completing the flow. This process requires the user respond to an email and set their own password. Administrators no longer create the new password. Passwords themselves are no longer included in emails.

The **Forgot Password** screen will display.

1. Enter the **E-mail Address** associated with your AdvancED profile. This is pre-populated based on the user selection on the Manage Users screen.
2. Click **Continue** button.

A screenshot of the 'Forgot Password' web form. The title 'Forgot Password' is at the top left. Below it is a text input field labeled 'Email Address'. A red callout box with a red arrow points to this field, containing the text 'Enter the e-mail address associated with your AdvancED profile'. Below the input field is a smaller line of text: 'Enter the email address associated with your account. This may be the...'. At the bottom left is a blue 'Continue' button. A blue callout box with a blue arrow points to this button, containing the text 'Click Continue button'. At the bottom left is a link that says '← Back to Login'.

You must enter the e-mail associated with your AdvancED profile in order for the system to find you and send the password reset email to you.

The **Forgot Password Email Sent** message screen will display.

**Forgot Password Email Sent**

This email will only be valid for 48 hours

An email has been sent to [testuser@email.com](mailto:testuser@email.com) with instructions on how to reset your password. This email will only be valid until **Mar 29, 2012 8:00:00 AM**. If you do not receive an email within the next 30 minutes, please contact [helpdesk@advanc-ed.org](mailto:helpdesk@advanc-ed.org)

[« Back to Login](#)

Click here to go back to the login page



- Forgot Password Email will only be valid for 48 hours after initiating a Reset Password.
- Please contact [helpdesk@advanc-ed.org](mailto:helpdesk@advanc-ed.org) if you do not receive an email within 30 minutes.

The **Forgot Password Verification** e-mail will be sent out to the user and will require him/her to finish the process.

1. Click on the link provided in the e-mail to reset password.

----- -- Email override is enabled. The following original addresses have been replaced for testing purposes. -- -- Original TO address: [testuser@email.com] -- Original CC address: [] -- Original FROM address: [support@advanc-ed.org](mailto:support@advanc-ed.org) -- Sent from Server: <http://uat.advanc-ed.org> -- -- See original email text below: -----

To complete your Forgot Password request, click on the link below or copy and paste it into your browser address bar.

<http://uat.advanc-ed.org/assist/u/pw/reset/confirm/e3fea534-3062-4cdf-b0e2-3035447253fa>

Sincerely,  
AdvancED

*This is an automated message. Do not reply to this message.*

Click on this **link** to Reset password

The **Reset Password** Screen will display

1. Enter the New Password in the **New Password** Edit box.
2. Re-enter the New Password in the **Confirm New Password** Edit box.
3. Click on **Reset Password** button.



- Passwords need to be at least six characters long.
- Passwords can be combination of any characters, numbers and/or special characters.
- The link will become obsolete once you have reset your password. You will not be able to use the same link again.

The screenshot shows a web form titled "Reset Password" in orange text. Below the title is a green message bar that reads: "Test User thank you for verifying your email address. Please enter your new password below." The form contains two input fields: "New Password" and "Confirm New Password". A blue callout bubble points to the "New Password" field with the text "Enter new password". Another blue callout bubble points to the "Confirm New Password" field with the text "Re-enter new password". At the bottom of the form is a blue button labeled "Reset Password". A red callout bubble with a red arrow points to this button with the text "Click **Reset Password** button".

The **Reset Password Success** screen will display

1. Click on **Take me to Login** button to login with you new credentials.

## Reset Password Success

Your password has been successfully reset!

[Take me to Login](#)

Click on **Take me to Login** button to login with your new credentials