

Reset a User's Password

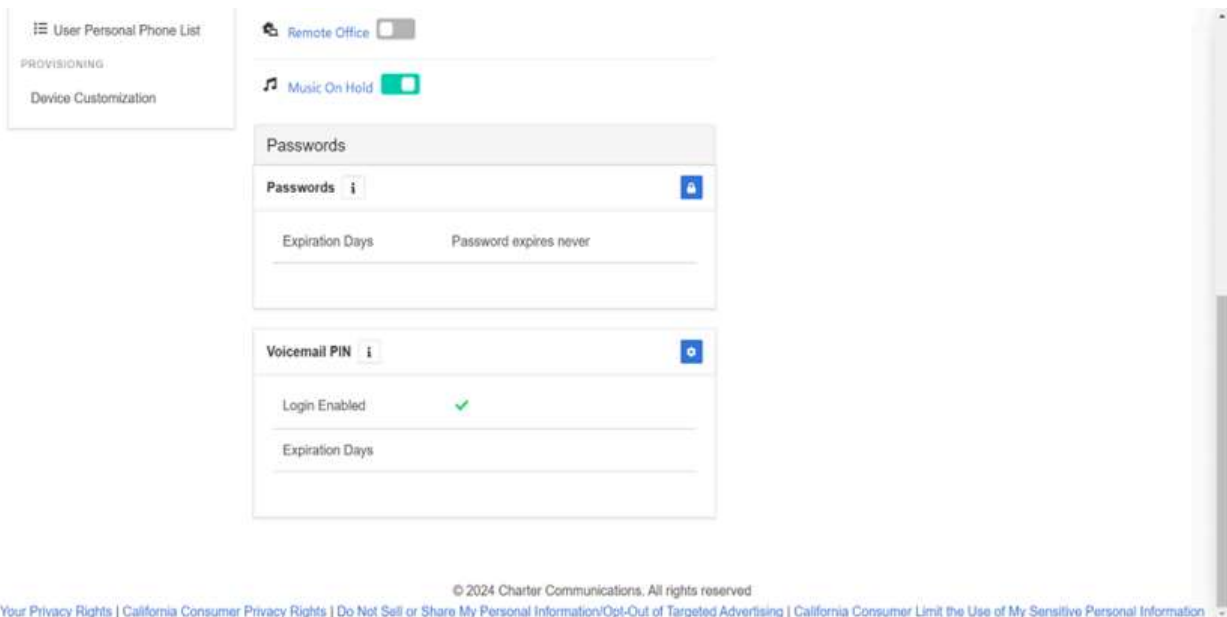
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As an administrator, you can reset a user's software (web portal) password and/or their voice portal passcode within the user's profile in the admin portal.

1. From the group dashboard, you can search and select a user under Users.
2. Select the user you would like to modify. The user's settings appear.
3. Scroll down to the **Password** section of the user's profile.



The screenshot displays the user profile settings page. On the left, there is a sidebar with a menu containing 'User Personal Phone List', 'PROVISIONING', and 'Device Customization'. The main content area shows the 'Remote Office' toggle switch, the 'Music On Hold' toggle switch, and the 'Passwords' section. The 'Passwords' section has a 'Passwords' header with an information icon and a 'Lock' icon. Below this, there are two input fields: 'Expiration Days' and 'Password expires never'. The 'Voicemail PIN' section has a 'Voicemail PIN' header with an information icon and a 'Settings' icon. Below this, there are two input fields: 'Login Enabled' (checked) and 'Expiration Days'.

4. To reset the user's software password for web portal access, select the **Lock** icon.
5. Enter the new password and confirm by re-entering the new password.
6. Select **Save**.

To reset a user's Portal Passcode for the user's voicemail portal, select the **Settings** icon.

Enter the new password and confirm by re-entering the new password. Select **Save**.