Reset a User's Password

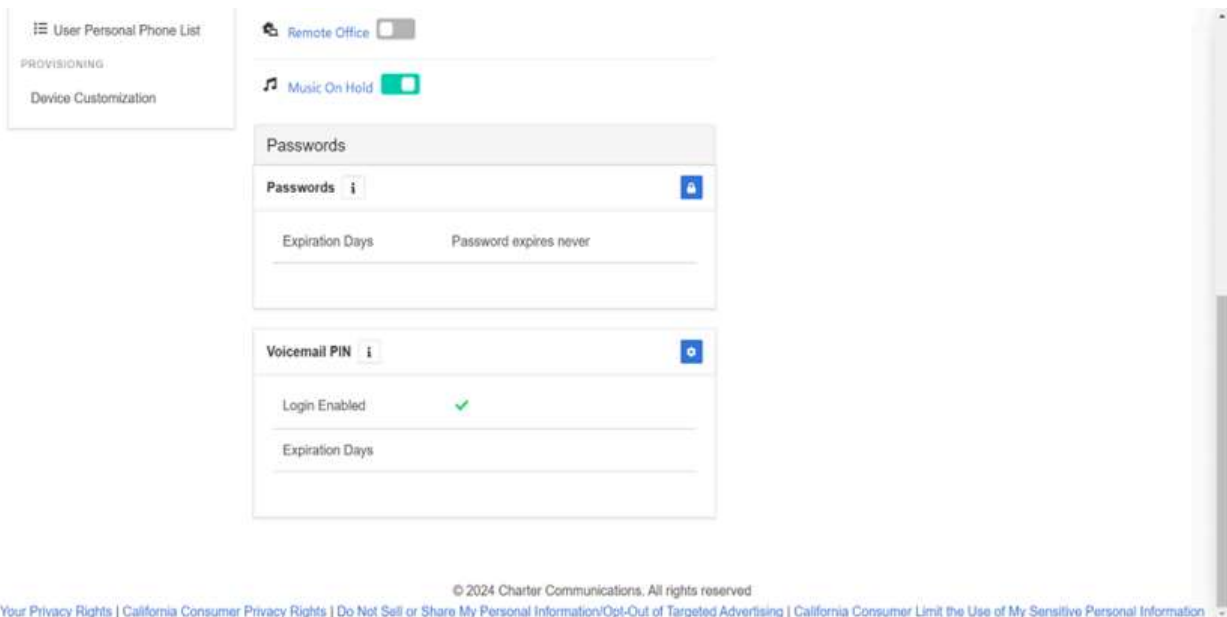🌐 **learn.uc.spectrumenterprise.net**/reset-a-users-password

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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.

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**.