



Mobile Business Manage Users Reset Password

Administrators may generate a secure password-reset link for users as necessary.

Business Manage Users - Reset Password Step-by-Step

Use the following steps to reset a User's password.

Step	Action
1	Tap Menu at the bottom right of the screen.
2	Tap the Manage Users drop-down arrow.
3	Tap the Users hyperlink.
4	Enter a name in the Search field. or Scroll through the list to select a User .
5	Tap the Sort by hyperlink to sort Users (by A to Z or Z to A).
6	Tap arrow next to the User name record to open their profile containing the following options: <ul style="list-style-type: none">• Details• Activity Log• Access
7	Tap the More hyperlink at the top right of the screen.
8	Tap the Reset Password hyperlink.
9	Tap to select a Verification Method (SMS or Email) using the drop-down arrow.
10	Tap to select either a 10-digit Phone Number or an Email Address using the drop-down arrow to send a verification code. A Users password has been reset confirmation message displays at the bottom of the screen.
11	The User receives a temporary password , used to sign in to their account. After logging in, they are prompted to create a new password.