

Reset a User's Password

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Depending on the configuration of your instance of EMResource, there are two ways to reset passwords. We suggest asking the person to attempt to reset their own password using the first procedure, To reset a password. If they are unable to reset the password this way, they can try to reset their password by answering the security questions they set up. Alternatively, an administrator can attempt to reset their password using the procedure, To reset a user's password. If neither of you succeed at resetting the password, call the Juvare Support Center for assistance at 877-771-0911.

To reset a password

1. On the login page, click **Forgot Password?** The *Reset Password* page opens.
2. For **Username or Login Email**, enter the information.
3. Click **Continue**.
4. Check your inbox for an email from no-reply@juvare.com or no-reply@login.juvare.com.
5. In the email, click **Reset Password** and follow the instructions to reset your password.

To reset a user's password

1. In the main menu, click **Setup** and then click **Users**. The *Users List* opens.
2. Locate the user and, on that row, click their **Full Name**. The *View User* page opens.
3. Above the *User Profile* section, click **Reset Password**. The *Reset Password* window opens.
4. For **New Password**, enter a new temporary password.
5. For **Confirm New Password**, enter the new password again.
6. Click **Save**.
7. Close the window.
8. Notify the person of their new password.