

How to reset a password

There are three ways to reset an account's password.

Administrator methods

Send an activation email (recommended)

- To do this from [search results](#)
 - Select the checkboxes next to the accounts you want to reset the passwords for
 - From the [actions button](#) select generate activation code and in the dialogue click the generate codes button
- To do this from the [account details](#)
 - From the actions button select generate activation code and in the dialogue click the generate codes button

These both send the user an email with a link they can use to set a new secure password. As with the user method below, this does not invalidate the old password until the new one is set which means that if the user remembers their password they can carry on working.

Set a new password manually

- From [search results](#), open the [account details](#).
- [Enter a new password](#) in the password boxes and click save changes.
- Tell the user the new password.

User method

Forgotten password page

This is linked to on the authentication point and at www.openathens.net:

<https://login.openathens.net/auth#forgottenpassword>

When used an email is sent to the user with an activation link that will let them choose a new password. This does not disable the account and access will continue to work with the old password until a new one is set. Amongst other things, this approach prevents people resetting a friend's password and disabling their access 'for a laugh'.

The forgotten password page will not work for accounts that have never been activated.