How to reset a password

There are a few ways to reset an account's 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.

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 above, 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 until they check their email and act on it. This also means that this is not a way to disable an account or force a password change.

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.

This will immediately stop the old password from working.

If you need to update many account passwords, the bulk upload function can help.

You can also use the management API to update passwords but that's more likely to be something you would build into your own portal.