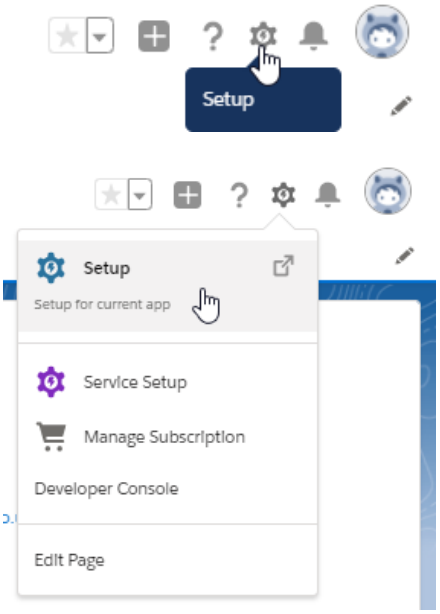
How to reset a users password

Last Modified on 26/05/2022 4:17 pm BST

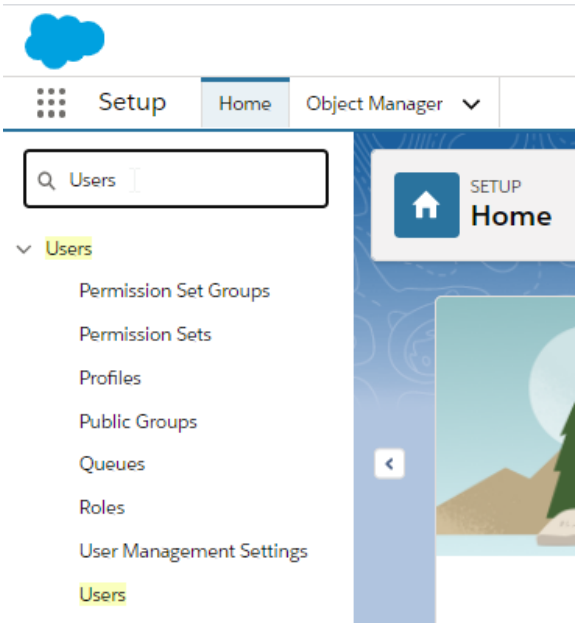
As an Administrator, you are responsible for resetting users passwords in Synaptic Pathways. If you are not an administrator, you will not have the permission to do this.

If you are an administrator and require and password reset, see article Administrator Password Reset.

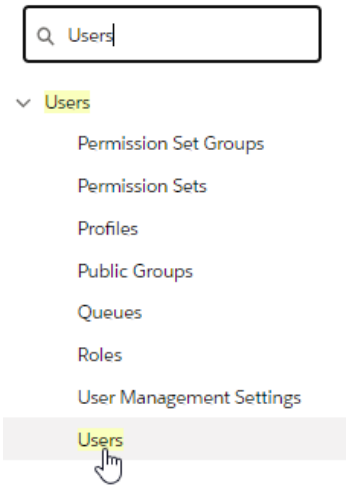
To reset a users password, click into Setup at the top right of the screen:



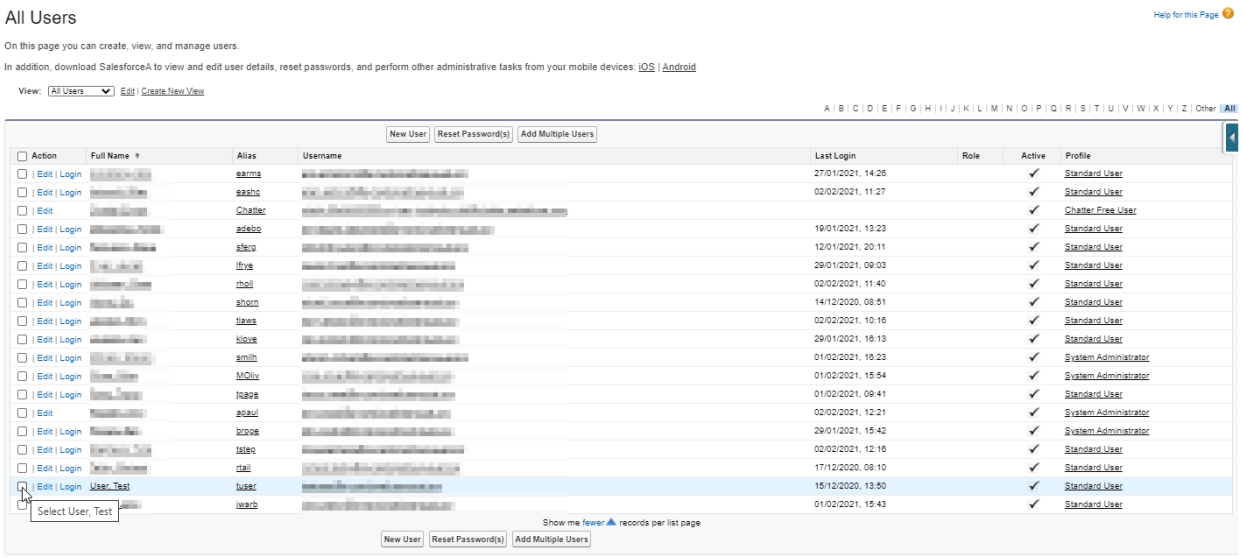
Once within the Setup area, search for ‘Users’ in the search box at the top left:

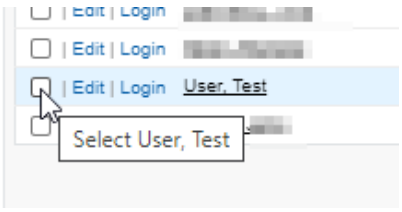


Then click ‘Users’:

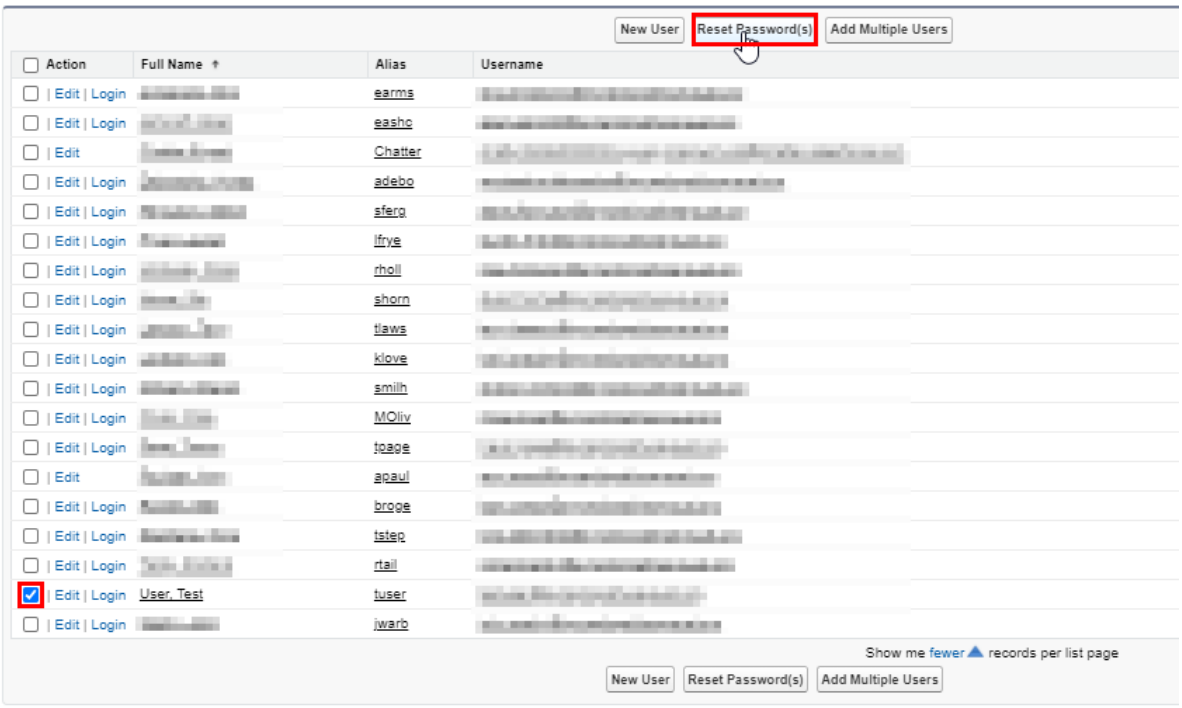


This will take you to the User list. Click the tick box next to the account you would like to reset:





Once selected, click ‘Reset Password (s)’:



An email will be sent to the user to reset their password. They will receive a link within 24 hours and it will expire within 24 hours of receiving it.

We have a video covering this process - Risk Explorer - How to reset a users password