

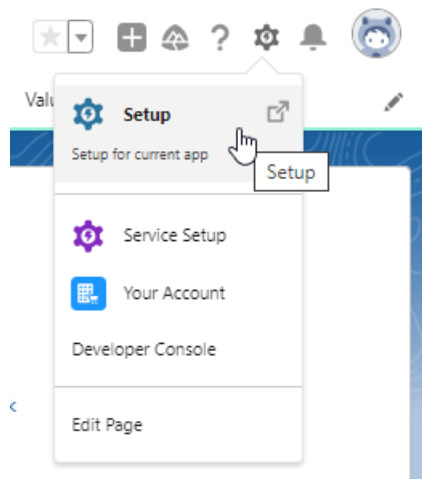
How to reset a users password

16/06/2025 3:50 pm BST

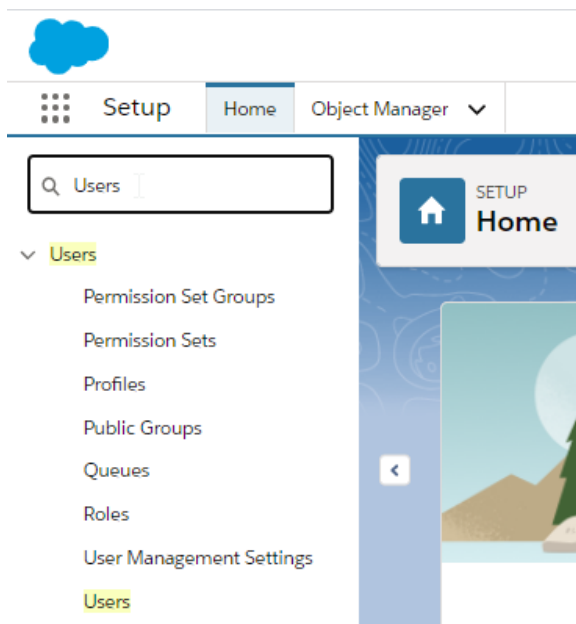
As an Administrator, you are responsible for resetting users passwords in Synaptic Pathways. If you are not an administrator, you will not have the permission to do this.

If you are an administrator and require a password reset, see article [Administrator Password Reset](#).

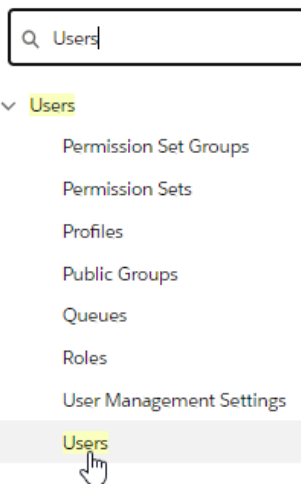
To reset a users password, click into Setup at the top right of the screen:



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:

All Users

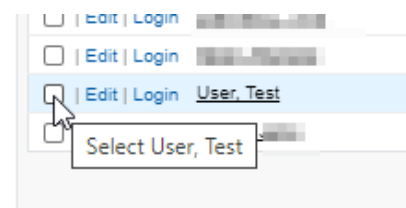
[Help for this Page](#)

On this page you can create, view, and manage users.

In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: [iOS](#) | [Android](#)

View: [All Users](#) | [Edit](#) | [Create New User](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All								
New User Reset Password(s) Add Multiple Users								
<input type="checkbox"/> Action	Full Name *	Alias	Username	Last Login	Role	Active	Profile	
<input type="checkbox"/> Edit Login	[Redacted]	asams	[Redacted]	27/01/2021, 14:28		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asato	[Redacted]	02/02/2021, 11:27		✓	Standard User	
<input type="checkbox"/> Edit	[Redacted]	Chatter	[Redacted]			✓	Chatter Free User	
<input type="checkbox"/> Edit Login	[Redacted]	asabo	[Redacted]	19/01/2021, 13:23		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	12/01/2021, 20:11		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	29/01/2021, 09:03		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	02/02/2021, 11:40		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	14/12/2020, 08:51		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	02/02/2021, 10:18		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	29/01/2021, 16:13		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	01/02/2021, 16:23		✓	System Administrator	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	01/02/2021, 15:54		✓	System Administrator	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	01/02/2021, 09:41		✓	Standard User	
<input type="checkbox"/> Edit	[Redacted]	asaro	[Redacted]	02/02/2021, 12:21		✓	System Administrator	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	29/01/2021, 15:42		✓	System Administrator	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	02/02/2021, 12:16		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	17/12/2020, 08:10		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	15/12/2020, 13:50		✓	Standard User	
<input type="checkbox"/> Edit Login	[Redacted]	asaro	[Redacted]	01/02/2021, 15:43		✓	Standard User	



Once selected, click 'Reset Password (s)':

				New User	Reset Password(s)	Add Multiple Users
<input type="checkbox"/> Action	Full Name ↑	Alias	Username			
<input type="checkbox"/> Edit Login	James, John	earms	James.Earms@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	eashc	John.Eashc@riskexplorer.com			
<input type="checkbox"/> Edit	John, John	Chatter	John.Chatter@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	adebo	John.Adebo@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	sferq	John.Sferq@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	lfrye	John.Lfrye@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	rholl	John.Rholl@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	shorn	John.Shorn@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	tlawa	John.Tlawa@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	klowe	John.Klowe@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	smilh	John.Smilh@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	MOliv	John.MOliv@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	toage	John.Toage@riskexplorer.com			
<input type="checkbox"/> Edit	John, John	apaul	John.Apaul@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	broge	John.Broge@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	tstep	John.Tstep@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	rtail	John.Rtail@riskexplorer.com			
<input checked="" type="checkbox"/> Edit Login	User, Test	tuser	User.Test@riskexplorer.com			
<input type="checkbox"/> Edit Login	John, John	jwarb	John.Jwarb@riskexplorer.com			

Show me fewer ▲ records per list page

New User Reset Password(s) Add Multiple Users

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](#)