Resetting a Learners Password

This job aid provides you with the steps needed to reset a person’s password. You must have the Administrator, Help Desk Administrator or Password Reset role to perform this task.

To reset a password with the Administrator or Help Desk Administrator role

1. On the top menu bar click on Responsibilities.

2. Click on the People tab.

3. Enter the person’s first and last name and click Search.
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- **Create Password**: change a person's password to a system-generated temporary password that will be automatically emailed to the user. There must be a valid email address and the Preferred Communication set to email for this method to work. Select Go.

  ![Create Password Button]

  **Click Create**

  ![Create Password Dialogue]

  **Create a temporary password for a user**

  Click Create to change the user's current password to a system-generated temporary password that will be automatically emailed to the user.

  **User: Brandy Meng**

  ![Temporary Password Created]

  **A temporary password was created and emailed to the user.**
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- **Login Assistance**: allows you to generate a temporary password for the user. This password will not be sent via email, it will display on your screen.

**Click Create**

![Create Password](image)

- The user's temporary password is: E6EC60236F
- Note: No email will be sent to the user.

**To reset a password with the Password Rest role**

1. Admin Tools > Manage Users > Password Set/Unlock Account
2. Click Search Users

3. Enter the name of the person, if outside of your domain put a check mark in ‘Search in all Domains’ then Click Search.

4. Click . Depending on the web browser, you may need to close the pop-up window or go back to the Change Password tab.

5. Enter the temporary password.

Confirmation of modification.