Reset Passwords for Users You Administer

You can reset passwords for users that you administer. You typically use this functionality to perform a mass reset. For example, you may need to reset passwords for all users in a school at the beginning of a school year. You may also need to reset a password for a user account after the user attempts five consecutive invalid logins.

Step-by-Step

1. From Setup, select Users.

PearsonAccess ^{ne}	ođ	🜲 🃁 Refore	nce > 2017-18 > Fall 2017 • REFERENCE SCHOOL (001000) • 🛔 •
Home Setup T	Sesting Reports Support		
			رگ
1	SETUP	TESTING	REPORTS
4			
	Select an action	Select an action	
	Import / Export Data	Select an action	Gelect an action
* Program Inform	Groups		Contact
	Organizations		Email Customer Support:
	Work Requests		demo@support.pearson.com
	Orders & Shipment Tracking		
	TestNav Configurations		Call Customer Support:
			Hours available: Mon-Fri 7:00AM EST - 8:30PM EST

2. Type the user's name into the search field, and click Search.

Users									
Tasks 0 Selected				Users 0 Selected C	lear				
Select Tasks		• Start	•	Manage					-
Find Users									
jones	Q Search	-							
Filters Clear Hide	1 Ros.//s Displaying 25 Columns -								
First Name	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with	james.jones@email.com ()	James	Jones	James.jones@email.com					
Username Otauta suita					4 .				

3. Click the checkbox next to the user.

jones		Q Search								
Filters Restrict to selected organization	Clear Hide	1 Results						Di	splaying 25 \$	Manage Columns -
First Name		Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with		iames.jones@email.com ()	James	Jones	James.jones@email.com					
Harrison										

4. Click Select Tasks, select Reset Passwords, and click Start.

Users									
Tasks 1 Selected				Users 1 Selected C	lear				
Select Tasks		- Start	-	Manage					•
Create / Edit Users Reset Passwords Delete / Restore Users jones	Q Search	•							
Filters Clear Hide Restrict to selected organization	1 Results						D	isplaying 25 \$	Manage Columns -
First Name	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with	james.jones@email.com ()	James	Jones	James.jones@email.com					
Username									

5. Click the checkbox next to the user.

Reset Passwords								Reset Passwords Reset
Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
james.jones@email.com ()	James	Jones	James.jones@email.com					
* Required								
Reset Passwords Reset								

6. Click Reset Passwords.

Re	eset Passwords								Reset Passwords Reset
	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
	james.jones@email.com ()	James	Jones	James.jones@email.com					
Rec	quired								
R	Reset Passwords Reset								

Effects

The system sends an email to the user(s) confirming the reset password request. The user(s) can then create a new password.