

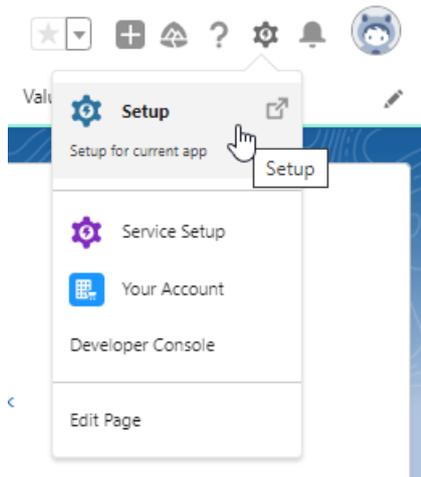
How to reset a users password

Last Modified on 27/11/2023 12:11 pm GMT

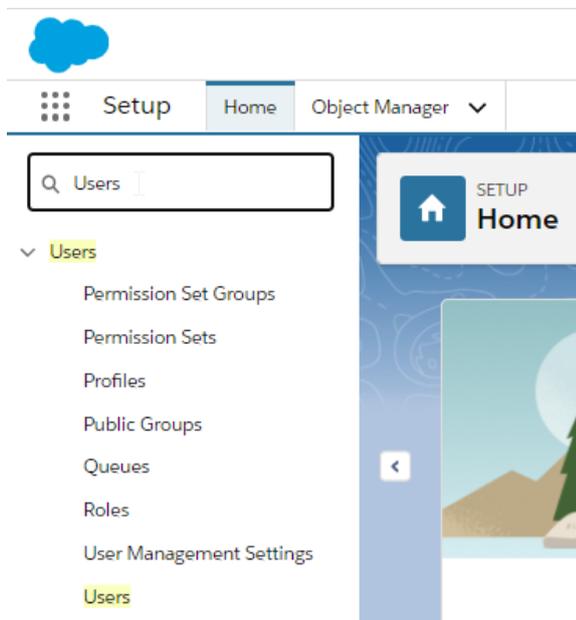
As an Administrator, you are responsible for resetting users passwords in Synaptic Pathways. If you are not an administrator, you will not have the permission to do this.

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':

Q Users

Users

- Permission Set Groups
- Permission Sets
- Profiles
- Public Groups
- Queues
- Roles
- User Management Settings

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

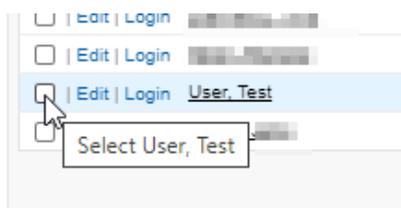
On this page you can create, view, and manage users.

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 View

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

Action	Full Name	Alias	Username	Last Login	Role	Active	Profile
<input type="checkbox"/> Edit Login	esarma	esarma	esarma@salesforce.com	27/01/2021, 14:20		✓	Standard User
<input type="checkbox"/> Edit Login	esathc	esathc	esathc@salesforce.com	02/02/2021, 11:27		✓	Standard User
<input type="checkbox"/> Edit	Chater	Chater	chater@salesforce.com			✓	Chater Free User
<input type="checkbox"/> Edit Login	adebo	adebo	adebo@salesforce.com	19/01/2021, 13:23		✓	Standard User
<input type="checkbox"/> Edit Login	afaco	afaco	afaco@salesforce.com	12/01/2021, 20:11		✓	Standard User
<input type="checkbox"/> Edit Login	ifve	ifve	ifve@salesforce.com	29/01/2021, 09:03		✓	Standard User
<input type="checkbox"/> Edit Login	rholl	rholl	rholl@salesforce.com	02/02/2021, 11:40		✓	Standard User
<input type="checkbox"/> Edit Login	asorn	asorn	asorn@salesforce.com	14/12/2020, 08:51		✓	Standard User
<input type="checkbox"/> Edit Login	fiaw	fiaw	fiaw@salesforce.com	02/02/2021, 10:16		✓	Standard User
<input type="checkbox"/> Edit Login	siuze	siuze	siuze@salesforce.com	29/01/2021, 16:13		✓	Standard User
<input type="checkbox"/> Edit Login	smih	smih	smih@salesforce.com	01/02/2021, 16:23		✓	System Administrator
<input type="checkbox"/> Edit Login	MQlv	MQlv	mqlv@salesforce.com	01/02/2021, 15:54		✓	System Administrator
<input type="checkbox"/> Edit Login	ioape	ioape	ioape@salesforce.com	01/02/2021, 09:41		✓	Standard User
<input type="checkbox"/> Edit	asaul	asaul	asaul@salesforce.com	02/02/2021, 12:21		✓	System Administrator
<input type="checkbox"/> Edit Login	bcpe	bcpe	bcpe@salesforce.com	29/01/2021, 15:42		✓	System Administrator
<input type="checkbox"/> Edit Login	isles	isles	isles@salesforce.com	02/02/2021, 12:18		✓	Standard User
<input type="checkbox"/> Edit Login	rial	rial	rial@salesforce.com	17/12/2020, 08:10		✓	Standard User
<input checked="" type="checkbox"/> Edit Login	User Test	user	user@salesforce.com	15/12/2020, 13:30		✓	Standard User
<input type="checkbox"/> Select User, Test	iwab	iwab	iwab@salesforce.com	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	[Redacted]	earms	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	eashc	[Redacted]			
<input type="checkbox"/> Edit	[Redacted]	Chatter	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	adebo	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	sferq	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	lfrye	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	rholl	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	shorn	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	tiawa	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	klowe	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	smilh	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	MOliv	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	toage	[Redacted]			
<input type="checkbox"/> Edit	[Redacted]	apaul	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	broqe	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	tstep	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	rtail	[Redacted]			
<input checked="" type="checkbox"/> Edit Login	User Test	tuser	[Redacted]			
<input type="checkbox"/> Edit Login	[Redacted]	jwarb	[Redacted]			

Show me fewer ▲ records per list page

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](#)