## 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 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':

| Q Users                  |  |  |  |  |  |  |
|--------------------------|--|--|--|--|--|--|
| ✓ Users                  |  |  |  |  |  |  |
| Permission Set Groups    |  |  |  |  |  |  |
| Permission Sets          |  |  |  |  |  |  |
| Profiles                 |  |  |  |  |  |  |
| Public Groups            |  |  |  |  |  |  |
| Queues                   |  |  |  |  |  |  |
| Roles                    |  |  |  |  |  |  |
| User Management Settings |  |  |  |  |  |  |
| Users                    |  |  |  |  |  |  |
| 40                       |  |  |  |  |  |  |

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

## All Users

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 View

|                              |              | New User Reset Password(s) Add Multiple Users  |                   |                   |        |                      |
|------------------------------|--------------|--|-------------------|-------------------|--------|----------------------|
| on Full Name +               | Alias        | Username   | Last Login        | Role              | Active | Profile              |
| it   Login                   | <u>earms</u> | an entered to be a set of  | 27/01/2021, 14:28 | 27/01/2021, 14:28 |        | Standard User        |
| it   Login                   | easho        | constraining provide and an  | 02/02/2021, 11:27 | 02/02/2021, 11:27 |        | Standard User        |
| a Danie Danie                | Chatter      | construction of the second   |                   | 1                 |        |                      |
| it   Login                   | adebo        | to include addressing the rest in advectory such as  | 19/01/2021, 13:23 | 19/01/2021, 13:23 |        | Standard User        |
| it   Login                   | sfero.       | and a second contract of the second   | 12/01/2021, 20:11 |                   | 1      | Standard User        |
| it   Login                   | lfrye        | and where the terms of   | 29/01/2021, 09:03 |                   | 1      | Standard User        |
| it   Login                   | rholl        | and the dependence of the  | 02/02/2021, 11:40 |                   | 1      | Standard User        |
| it   Login                   | shorn        | start and a sector start and an  | 14/12/2020, 08:51 |                   | 1      | Standard User        |
| it   Login                   | tlaws        | to Canada de materia de marta a  | 02/02/2021, 10:18 |                   | 1      | Standard User        |
| it   Login                   | <u>klove</u> | CONTRACTOR AND A CONTRACT | 29/01/2021, 16:13 |                   | 1      | Standard User        |
| it   Login                   | <u>smilh</u> | den interferentieren en  | 01/02/2021, 16:23 |                   | 1      | System Administrator |
| it   Login                   | MOliv        | CR.C.K.R.CYTHOLENSON   | 01/02/2021, 15:54 |                   | 1      | System Administrator |
| it   Login                   | teage        | income and the particular second as  | 01/02/2021, 09:41 |                   | 1      | Standard User        |
| R                            | apaul        | encountile region from the Auto  | 02/02/2021, 12:21 |                   | 1      | System Administrator |
| it   Login                   | broge        | and the second of the second second  | 29/01/2021, 15:42 |                   | 1      | System Administrator |
| it   Login                   | <u>tstep</u> | insert and the stand of the second   | 02/02/2021, 12:16 |                   | 1      | Standard User        |
| it   Login                   | rtail        | contain-in-orderational control of the second  | 17/12/2020, 08:10 |                   | 1      | Standard User        |
| it   Login <u>User, Test</u> | tuser        | initian ils projent annual an  | 15/12/2020, 13:50 |                   | 1      | Standard User        |
| lert liser Test              | jwarb        | investorie entitation subar  | 01/02/2021, 15:43 |                   | 1      | Standard User        |
| lett osti, test              |              | Show me fewer A records per list page [New User] [Reset Password(s)] [Add Multiple Users]  |                   |                   |        |                      |

| 🗌   Edit   Login            |
|-----------------------------|
| R   Edit   Login User, Test |
| Select User, Test           |

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

Help for this Page 🥹

|                  |  |              | New User Reset Password(s) Add Multiple Users  |
|------------------|--|--------------|--|
| Action           | Full Name 🕈  | Alias        | Username   |
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|                  |  |              | 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