Update Password for Users

Admins can reset the password for a user; however, we recommend this only be done when the user is not receiving their validation email from the **Forgot Password** link. First, you should confirm the email on their User Account is accurate. As needed:

1. From within Alden ONE, click the **Menu**.
2. Click **View Admin Page**.
3. Find the user you're supporting within the User Management tab and click the **Pencil** icon on the left of their user row.
4. Click **Reset Password**.
5. Click in the **New Password** field and enter a temporary password for the user, that meets the specified requirements (stated above the **New Password** field).
6. Click in the **Verify Password** field and enter the same password as in step 5.
7. Click **Apply**.
8. Ask the user to immediately update their password once they successfully sign in.