

How to reset another users password

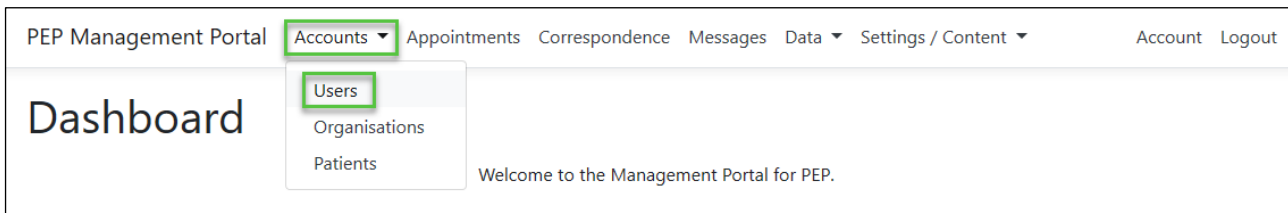
Scenario

This guide shows how to reset the password of a user account in the My GNCR management portal.

This type of user...	Can reset the password of this type of account...
Global Administrator	All
Organisation Administrator	Organisation Administrator Organisation User Department Administrator Department User
Department Administrator	Department Administrator Department User
Global/Organisation/Department User	<i>View only access to user list, not able to reset passwords</i>

Reset Password - Admin

1. Select the **'Accounts'** menu and then select **'Users'**



2. Locate the correct user and click **'Update Password'**. *To search for a user use the Filters drop down.*

First Name	Surname	Email	Username	Phone Number	Organisation Code	Enabled	
Emma	Conroy	emma.training@nhs.net	emma.training@nhs.net	01911234567	NT7	True	Edit - Update Password

3. **Enter** a new password
4. **Confirm** the password
5. Click **'Submit'**

