

# Send Password Reset Emails

*Prepared By:* Reach Support



## 1. About password reset emails

User passwords are encrypted in the Reach system and cannot be seen by any user at any time.

If a user contacts you to ask you to remind them of their password, you can send them a **password reset email**.

This email does not show the user their last known password. Instead it allows them to choose a new password and lets them login to the system with this new password.

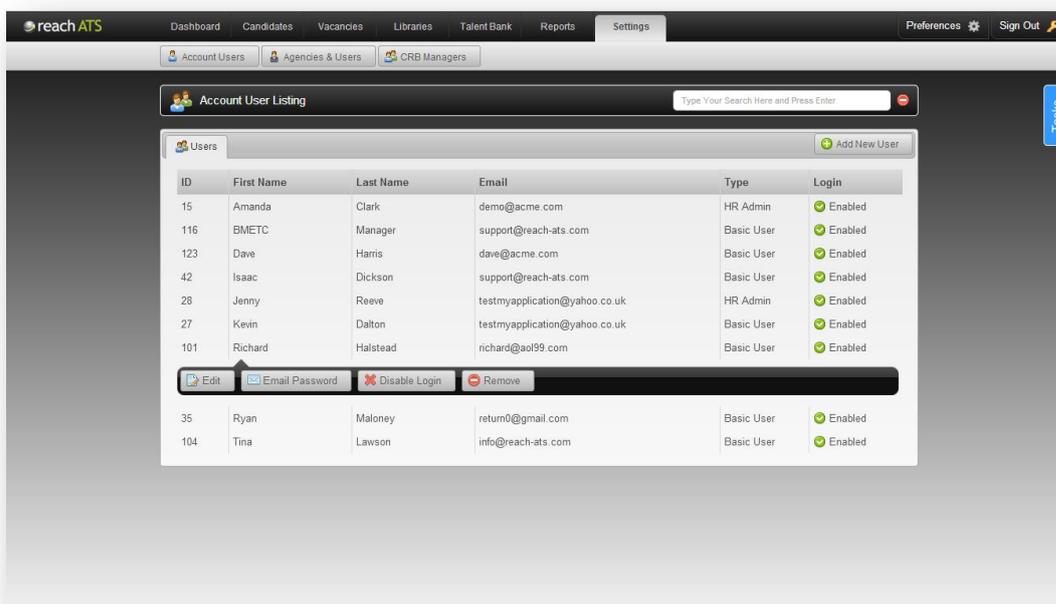
## 2. Send a password reset email to an account user

Account users are HR Administrators or Hiring Managers that work for your organisation.

To trigger a password reset email to an account user:

1. Click the user name in the **Account User** listing
2. From the options bar click **Email Password**

*Figure 1: Email password reset to an account user*



The temporary password will be emailed to the User immediately. The user can change their password as soon as they have logged by using the **Change Password** tool in **Preferences**.

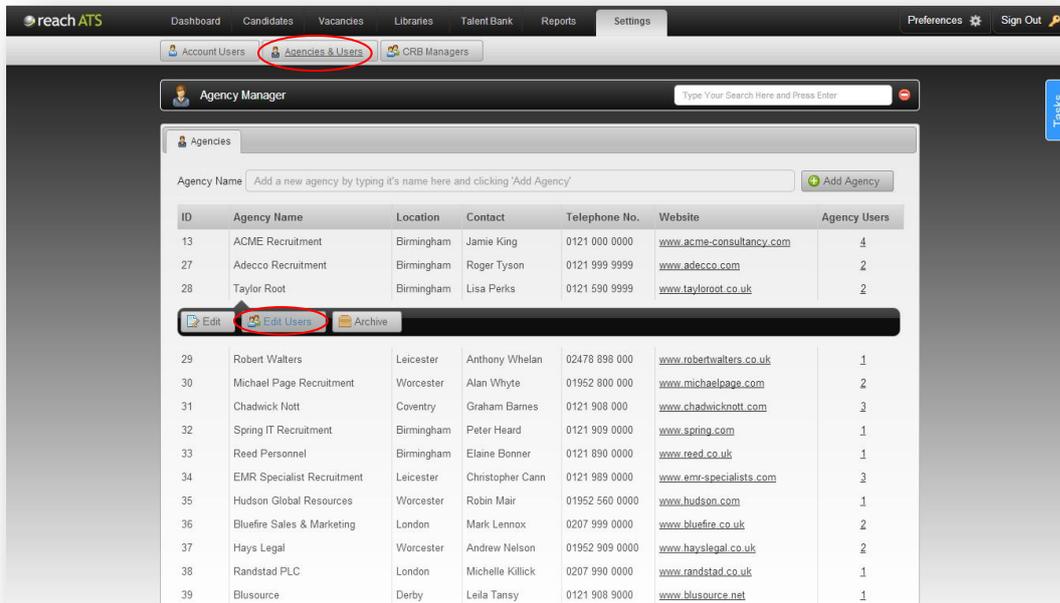
## 3. Send a password reset email to a preferred agency supplier contact

Agency users are individuals working at your preferred agency suppliers that have been granted access to your agency portal to make candidate submissions.

To trigger a password reset email to an agency user:

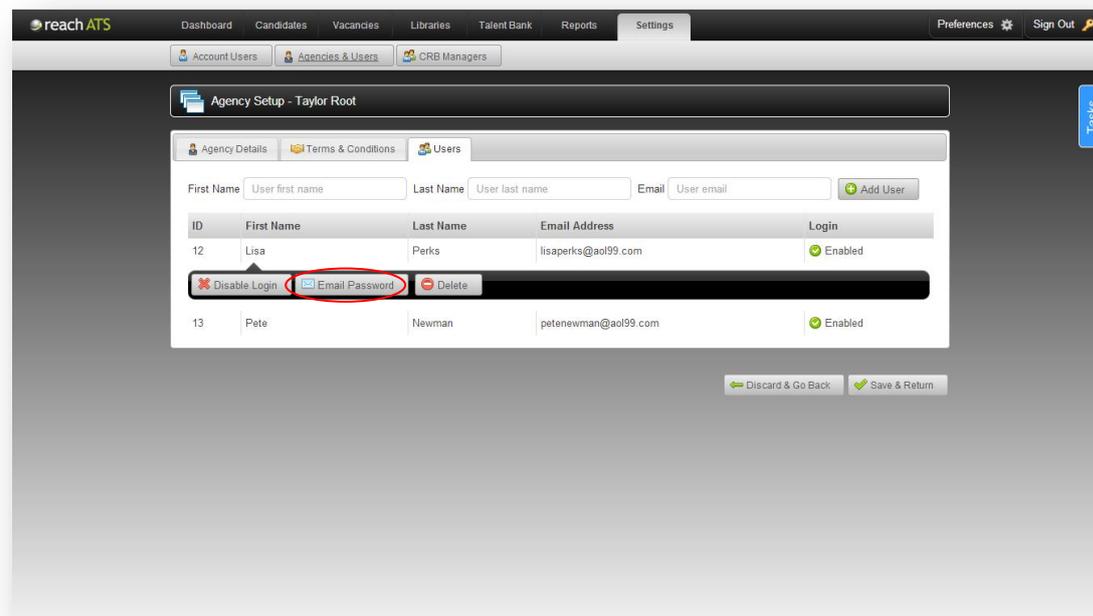
1. Click the **Agencies & Users** button
2. Click the name of the agency to open the options bar then click **Edit Users**

**Figure 2: Select the agency then edit users**



3. When the agency user list opens, click the relevant user's name to open the options bar
4. Click **Email Password**

**Figure 2: Select the agency then edit users**



The temporary password will be emailed to the User immediately. The user can change their password as soon as they have logged by using the **Change Password** tool in **Preferences**.