Resetting a User Password

To reset a user password, complete the following steps:

1. From the **Administration** tab, select **User Administration>Manage Users**. The **Step 1 of 2 Select a User** page appears.
2. Select the user profile radio button for the password you want to reset.
3. Click **Reset Password** as shown in Figure 1. The **Step 2 of 2 Review User Profile for Password Reset** page appears.

   **Figure 1. Step 1 of 2: Select User Profile**

4. Verify the following user’s profile password should be reset and click **Submit**. A **Confirmation page** appears presenting the user profile’s temporary password.

**Application Tips**

- You can only reset one user password at a time.
- Communicate the User ID and temporary password and provide it to the appropriate user. The User ID is the same as the one used to access OTC Online.

**Additional Buttons**

- Click **Return to View User Profile List** to return to the View User Profile List for that terminal.
- Click **Return Home** to return to the OTCnet Home Page.