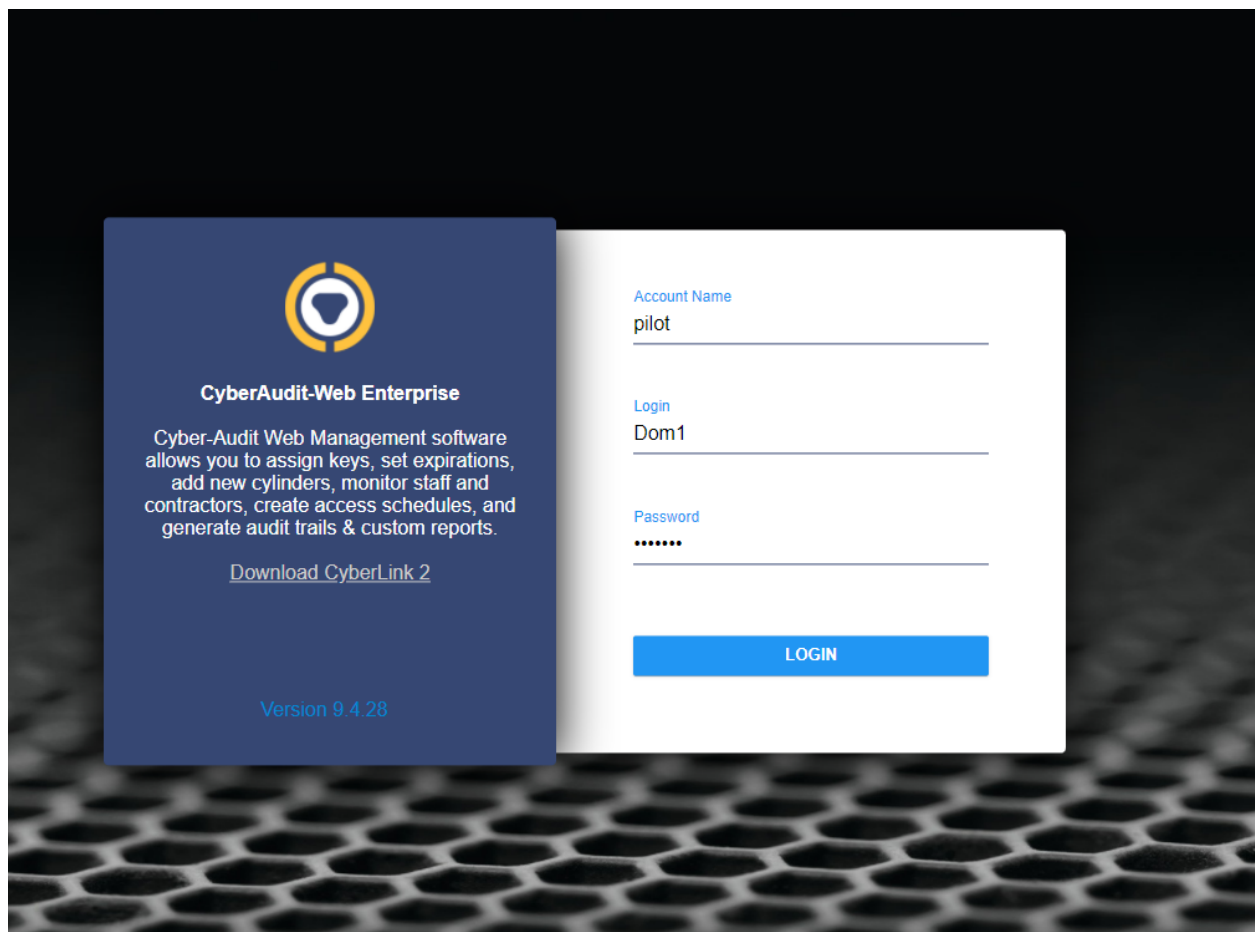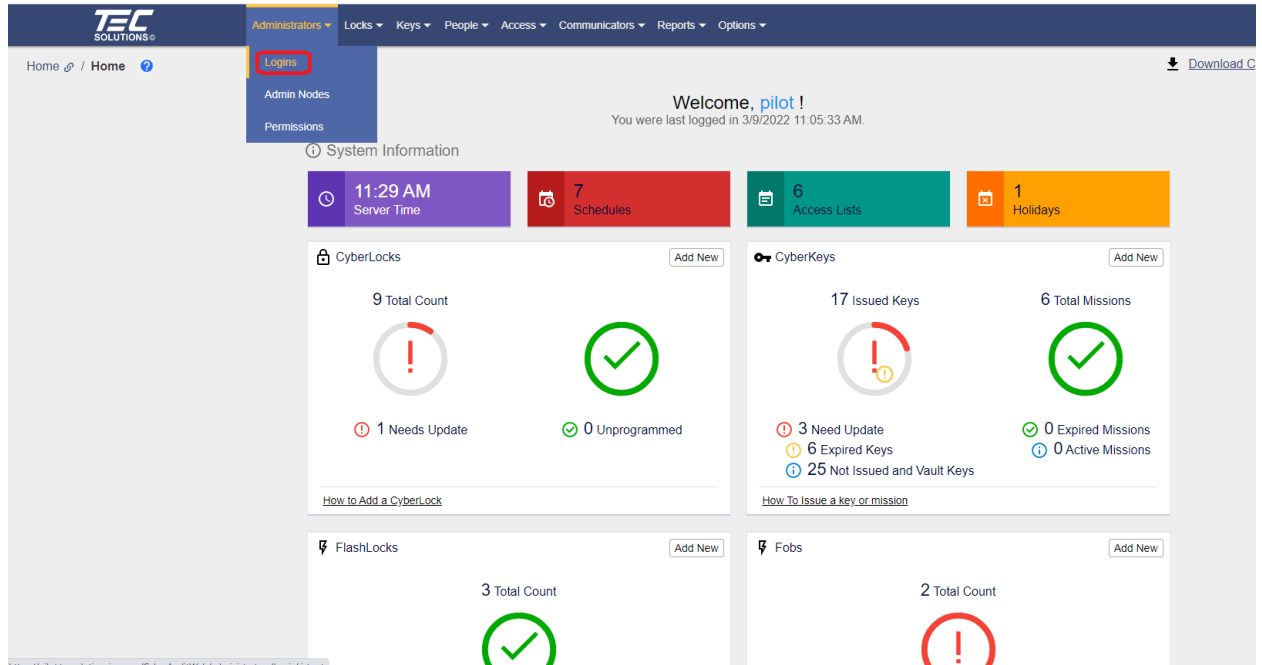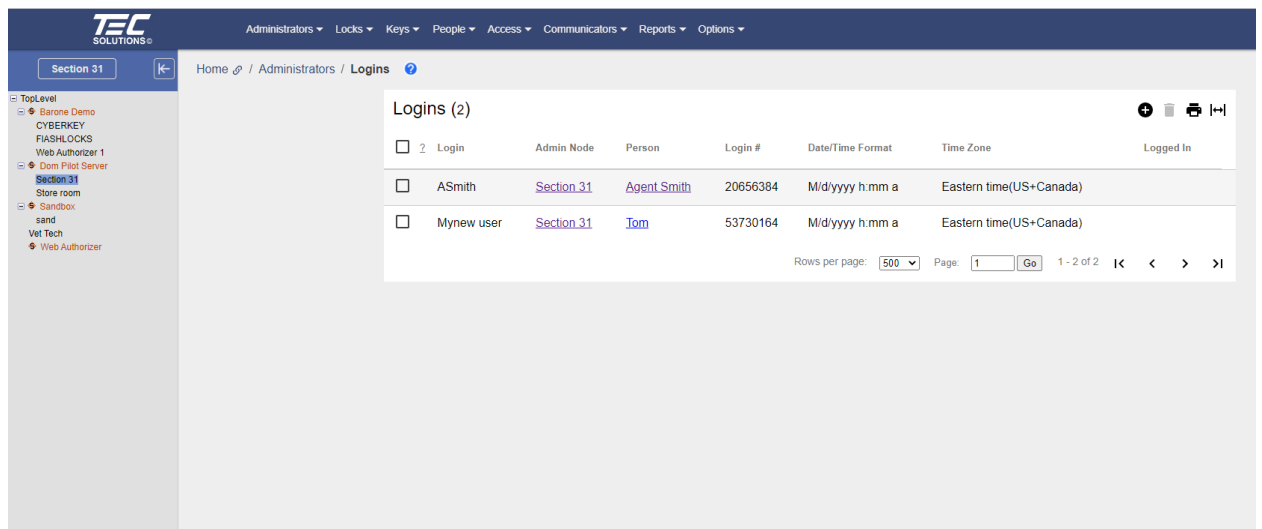# How to reset a user password

To get started an administrator should log on to the CyberAudit Website.

Then select logins under the Administrators menu

This will bring you to the page to add and edit logins. Please note the left side has what we refer to as "Admin Nodes". You will want to select the proper node to display the user you wish to edit. See the image below for an example.

You will left-click on the person's name, and choose properties.

Then you will click on change password and enter in the user's new password.

You also have the option to force the user to reset their password from the password you set on the next log in.

Suspend Login

Password

☑ Force password change next login
☑ Change Password

Password
••••••••

Confirm
••••••••

AUTO GENERATE

Date/Time Preference

Web Service Security

☐ Use this login for web services only
The new password is:

Troubleshooting issues

If you are unable to reset a password. It could be a permission issue.
Reach out to your administrator to assist. If you are the administrator and still having issues.
Please contact Tec Solutions Support via our support portal:
https://support.tecsolutionsinc.com/.