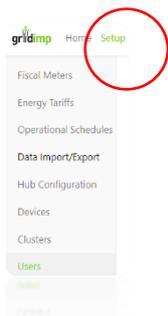


User Guide - How To Reset A User Password

Introduction: This guide walks you through resetting a user’s password, a process that must be undertaken by the account owner.

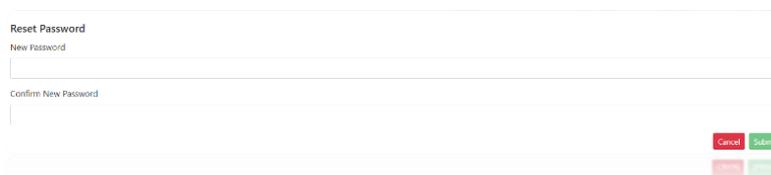
Step 1. Log in to your impCloud account.

Step 2: Click on ‘Setup’ on the top navigation bar and then ‘User’ located on the left-hand side of the screen.

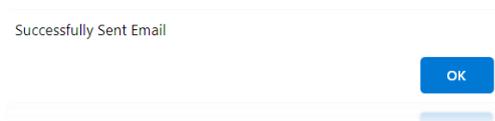


Step 3: Select the user you wish to reset the password for.

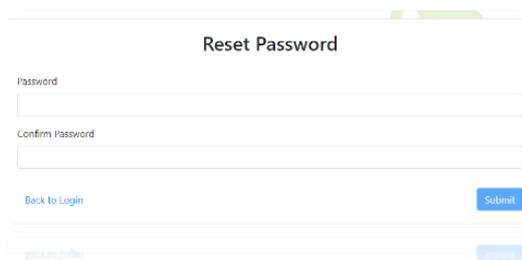
Step 4: Select Reset Password & add a new password for the user and then tick ‘Submit’.


 A screenshot of the 'Reset Password' form in the application. It features two input fields: 'New Password' and 'Confirm New Password'. At the bottom right of the form, there are two buttons: a red 'Cancel' button and a green 'Submit' button.

Step 5. Once submitted you can send the user a new password email by selecting ‘Send Reset Password Email.’ A confirmation will be displayed once this has been done.


 A screenshot of a confirmation message box titled 'Successfully Sent Email'. The message is centered, and there is a blue 'OK' button at the bottom right of the box.

Step 6: The user will be sent an email asking them to click on the link provided to reset their password for the system.


 A screenshot of the 'Reset Password' form as it appears in an email. The form has a title 'Reset Password' and two input fields: 'Password' and 'Confirm Password'. At the bottom, there is a blue 'Back to Login' link on the left and a blue 'Submit' button on the right.

Step 7: They will be asked to login to their impCloud account, using their new login details.