

4HOnline

# Resetting Passwords (Guide for Extension Staff)

Created: August 27, 2013

## OVERVIEW

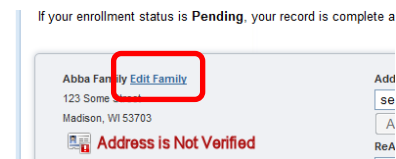
There are two types of passwords to reset.

- Family profile – Any staff member may reset a family profile password
- County staff – Only the County Primary Contact person may reset county staff passwords.

This document details the process of resetting these passwords.

## FAMILY PROFILE PASSWORD RESET

- From the Search screen, select either the Members/Volunteers or the Families tab.
- Find the member or family and click on the Login button on the right
- On the family member list screen, click on Edit Family
- At the bottom of the Family Information screen click the Reset Password button

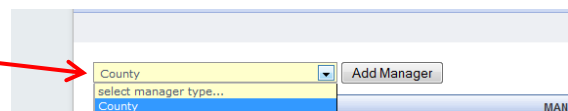


The new temporary password is displayed and an email with the new password is sent to the email address on file.

The next time the family logs in, they will be prompted to update the password.

## STAFF PROFILE PASSWORD RESET

- Click on the Managers icon
- Select manager type of County
- Click on the Edit button on the right
- At the bottom of the Profile Information screen, click on the Password Reset button



The new temporary password is displayed and an email with the new password is sent to the email address on file.

The next time the staff member logs in, they will be prompted to update the password.