# ONR

HOW TO SEND 'PASSWORD RESET' EMAIL

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In this article, we will explain how to send a password reset email to any user. This feature allows you to send a password reset email to a user so they can proceed with resetting their password.

IMPORTANT NOTE:
The **"Reset Password"** feature will only work if the user has already set a password. If the user has not set their password, the platform will provide the option to **"Resend Welcome Email"** instead.
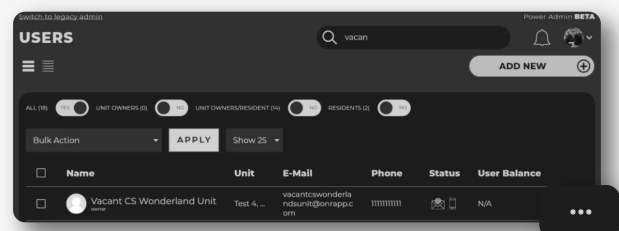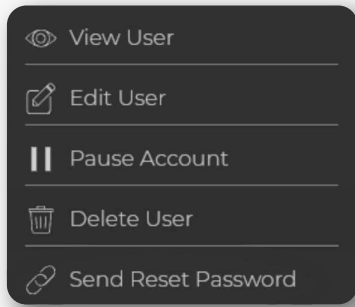
USERS

UNITS

GROUPS

CALENDAR
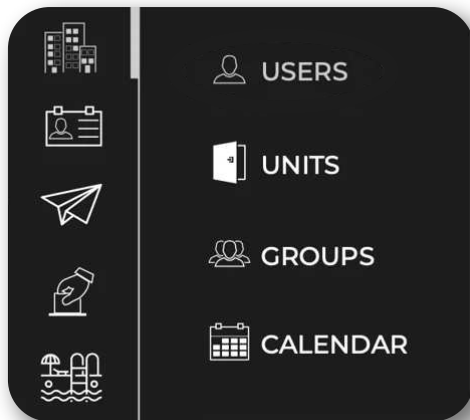
1 On the left side column, click on the three-building icon and select **'USERS.'**

2

Search for the desired user and click on **the three dots icon** located on the right side of their name. This **will display a menu** with various options.

View User

Edit User

Pause Account

Delete User

Send Reset Password

3 From the menu, choose the option **"Send Reset Password".**

SUCCESS!

You have successfully sent the **'Reset Password'** email. Kindly remind the user to **check their spam/junk folder,** as automated emails sometimes end up there.

4

By following these steps, **the user will receive the necessary instructions** to reset their password.

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at **support@onrapp.com**

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