



HOW TO SEND 'PASSWORD RESET' EMAIL

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.

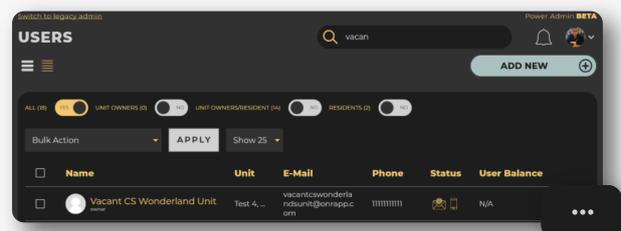


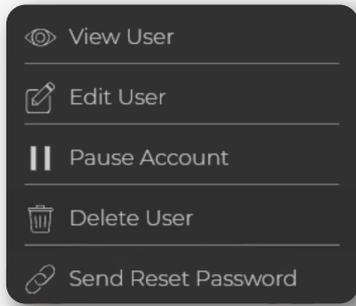
1

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.





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