



# HOW TO RESEND THE "WELCOME" EMAIL TO USER

In this article, we will guide you on how to resend the "Welcome" email to a user who needs to set up their password for the first time, granting them access to their account.



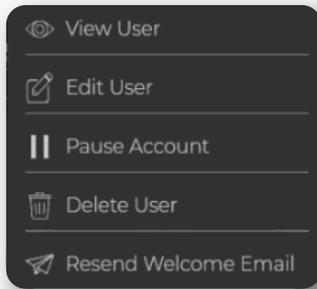
**IMPORTANT NOTE:**  
The **"Resend Welcome Email"** feature will only work if the user has not previously set a password. If they have already set their password, the platform will provide the option to **"Send Reset Password"** instead.



**1** In the left column, click on the building icon and select **"USERS."**

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





3

Choose the "**Resend Welcome Email**" option from the menu.

### SUCCESS!

4

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

By following these steps, **users will receive the necessary instructions** to set up their password and gain access to their account.

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at [support@onrapp.com](mailto:support@onrapp.com)