
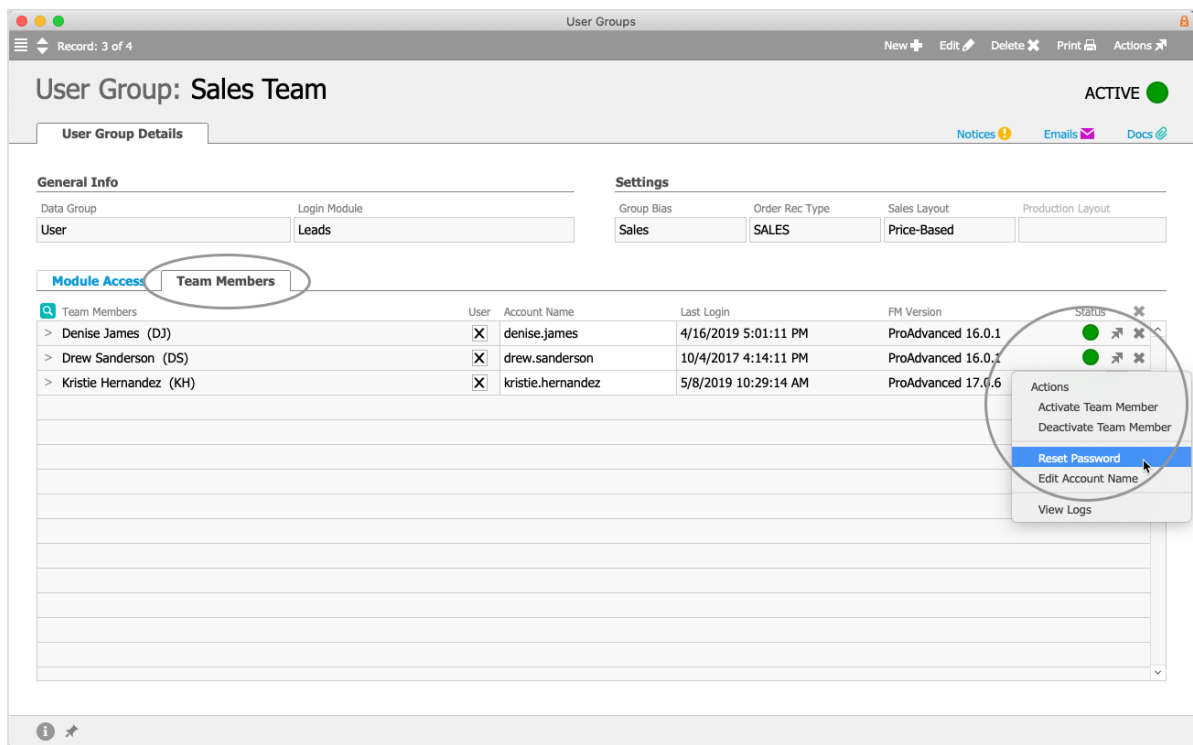


Resetting a User's Password

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System administrators can reset a user's password to the [system default password](#) :

1. Navigate to **Menu > System Admin > User Groups**.
2. In the [Quick Search](#) bar, search for the desired team member, then click the needed user group Name.
3. At the detail view, click the **Team Members** tab.
4. At the team member's line, click **Actions** () > **Reset Password**.



The screenshot shows the 'User Groups' interface for the 'Sales Team' user group. The 'Team Members' tab is selected. A table lists team members with columns for User, Account Name, Last Login, and FM Version. The 'Status' column shows 'ACTIVE' for all members. An actions menu is open over the first row, with 'Reset Password' highlighted.

User	Account Name	Last Login	FM Version	Status
> Denise James (DJ)	denise.james	4/16/2019 5:01:11 PM	ProAdvanced 16.0.1	ACTIVE
> Drew Sanderson (DS)	drew.sanderson	10/4/2017 4:14:11 PM	ProAdvanced 16.0.1	ACTIVE
> Kristie Hernandez (KH)	kristie.hernandez	5/8/2019 10:29:14 AM	ProAdvanced 17.0.6	ACTIVE

5. At the confirmation dialog, click **Reset**.

aACE changes the user's password back to the system default. When this user logs in next, they must enter the default password and then aACE will prompt them to create a new password.