Reset a User's Password

App Catalog users can reset their passwords from the App Catalog login page, as described in Reset a Password Through the App Catalog. Users can also reset their passwords from the Apperian invitation email. To resend the invitation to a user, see Resend an Invitation or App Catalog Link.

If you need to reset a user's password, you can do this through the Admin Portal on the Edit User page, as described below in Reset a Password Through the Admin Portal.

Reset a Password Through the Admin Portal

To reset a password through the portal:

1. On the Admin Portal navigation bar, click **Users** to display the Users page.

2. Navigate to the row for the user you want to enable/disable. Use the **Search** field to quickly find a specific user. You can search the First Name, Last Name, Phone, User ID, Email, and Custom Metadata fields. Refer to the table below for search guidelines:

To search this column...	Enter...
First Name Last Name Phone	A case-insensitive string to return a list of users with the specified text string anywhere in their name or phone number. For example, if you type the string Dav into the search field, the list returned will include all users who have the letters Dav (upper or lowercase) anywhere in their first or last name. Search First Name or Last Name columns separately; you cannot search for a full name.
User ID Email	A case-insensitive, full user ID or email. You cannot search for a partial string in these fields because the data is encrypted in the database. The search returns exact matches only.
Custom Metadata	`field_name:string` `field_name` is case-sensitive and must be the full **name** of the custom metadata field, not the **label**. `string` is not case-sensitive. If you leave `string` blank, no results are returned. For example: To search the `department` field for users in the `NortheastSales` and `WorldwideSales` departments, enter `departments:sales`.

3. Click the **Edit** link next to the user who needs a password reset.

4. On the **Edit User** page set and confirm a new password for the user.

5. Click **OK** to save the password.

Reset a Password Through the App Catalog

The procedure works only for users who have an email address associated with their accounts.

The User Experience

Users can reset their passwords from the App Catalog login page by tapping the **Forgot password?** link and then entering the email address associated with their accounts. Apperian sends a **Reset Password** link to the specified email. The **Reset Password** link takes a user to the Admin Portal Password Set page, on which the user can enter a new password.

Username

Password

Remember Me

Tap **Forgot password?**

Forgot password?

Login

Enter your email to receive a reset link:

juser@example.com

Reset password

Enter the email to which the reset link will be sent.

From: Apperian EASE Administrator
To: juser@example.com   Hide

Apperian EASE Password Reset Request
June 11, 2015 at 7:31 PM

Hello Joe,

We received a request to reset your EASE ac

Simply click the link below and follow the inst

Reset Password

Your EASE account username: juser

If you rece
email add

The EASE

APPERIAN

Please set your password using the form below.

EASE Portal Password Set

Enter New Password:

Confirm New Password:

Set password

Tap the **Reset Password** link and then enter and confirm a new password on the EASE Portal Password Set screen.