



Arbor – Resetting Staff Passwords

How to reset passwords for staff members



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01| Introduction

In Arbor, some admin users have access to reset staff passwords.

Passwords can be reset in two ways; by a reset link being sent or directly in Arbor by typing in a new password. This guide will go through each method step by step.

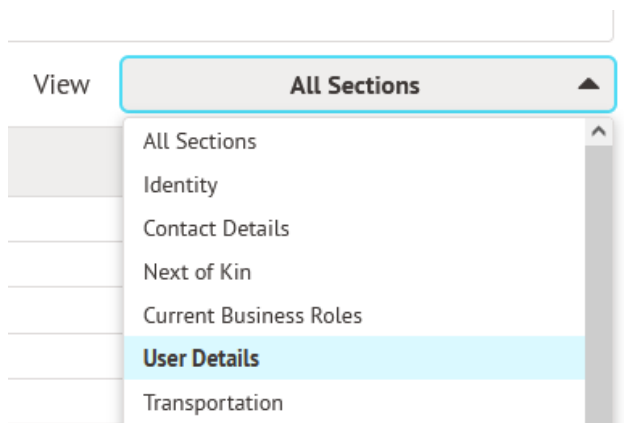
Please do not hesitate to contact the MIS team with any problems or questions.

01642 635570

helpdesk@oneitss.org.uk

02 | Sending a Password Reset Link

1. You will need to open the staff member's profile. To do this, either go to **School | All Staff | Browse Staff** and click on the staff member, or search for them in the search bar at the top
2. Once in their profile, use the drop down to go to **User Details** (you can also just scroll down to this section)



3. Click on the username
4. Click **Reset Password**

« Back **User Details**

Person	Beth Angel
Email username	beth.angel@oneitss.org.uk
Non-email username	bangel
Account status	Enabled - user can log in

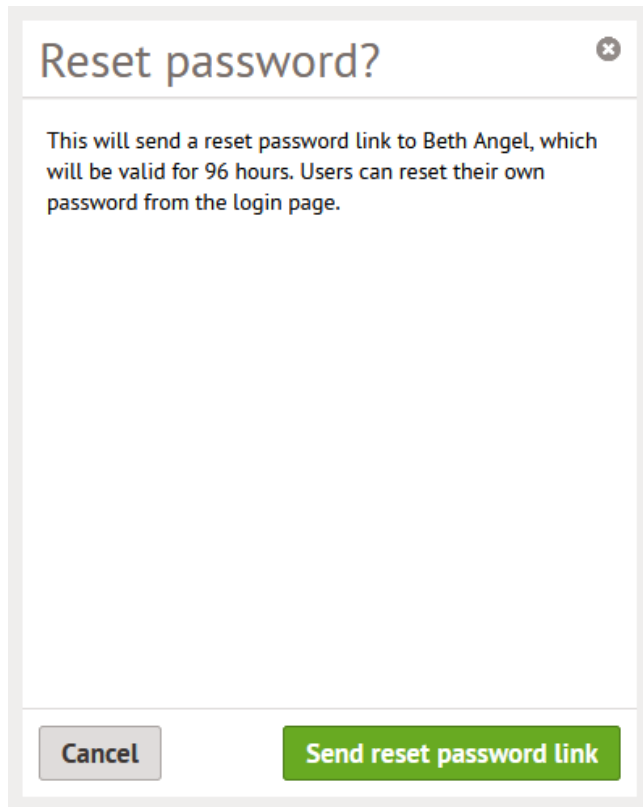
Most recent logins

11 Aug 2022, 10:16
29 Jul 2022, 08:40
26 Jul 2022, 13:16
25 Jul 2022, 15:08
16 Jun 2022, 15:32

[Reset password](#)
[Change password »](#)
[Change username »](#)

[User overview »](#)
[Disable account](#)

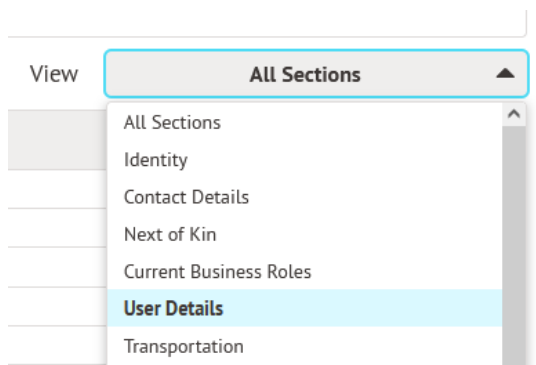
5. Click **Send reset password link** which will send the user an email containing a link to reset their password



03 | Manually Resetting a User's Password

Please only use this method of resetting passwords after speaking to the user. Where possible, ask them to type in their new password.

1. You will need to open the staff member's profile. To do this, either go to **School | All Staff | Browse Staff** and click on the staff member, or search for them in the search bar at the top
2. Once in their profile, use the drop down to go to **User Details** (you can also just scroll down to this section)



3. Click on the username
4. Click **Change Password**
5. You will be asked to enter a new password and then to confirm it

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Change Password

Note!

Using the below form will change the password of Beth Angel. Please be aware that no email or text message will be sent to the user with their new login, as this would constitute a security risk. You should tell the user their new password in person as there is a risk it could fall into the wrong hands if it is sent via email or SMS.

Person	Beth Angel
Email username	beth.angel@oneitss.org.uk
Non-email username	bangel
New password*	<input type="password"/>
Confirm password*	<input type="password"/>

6. Click **Change Password**