Reset a User Password in NextStep

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About

Users can reset their own passwords. Or, they can be reset by an Administrator.

> **Warning**: Passwords must be reset every **90 days**. You must set a new password according to the following rules:
> - Passwords must contain:
>   - At least 8 characters
>   - At least one uppercase letter (A-Z)
>   - At least one lowercase letter (a-z)
>   - At least one number (0-9)
>   - At least one special character (eg. !, %, &, or *)
> - New passwords cannot have been used within the last 180 days.

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## Administrator: Reset a Password for an Individual User

1. Navigate to User Maintenance: **Navigation Menu > Maintain Users**.
2. The logged-in user's profile is displayed. Select a user from the **User** drop-down.
3. Click the **Reset Password** button.

4. A pop-up is displayed asking if you are sure you want to reset the password for the user, click the **Yes** button.
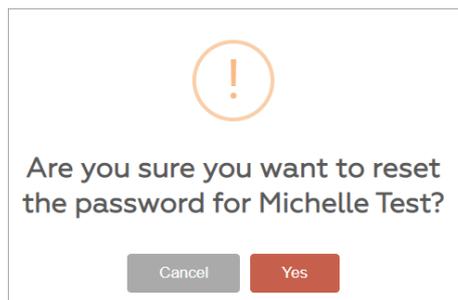
5. A pop-up is displayed with a temporary password. Provide the new temporary password listed to the user. When the user enters the new password they will be prompted to change their password.
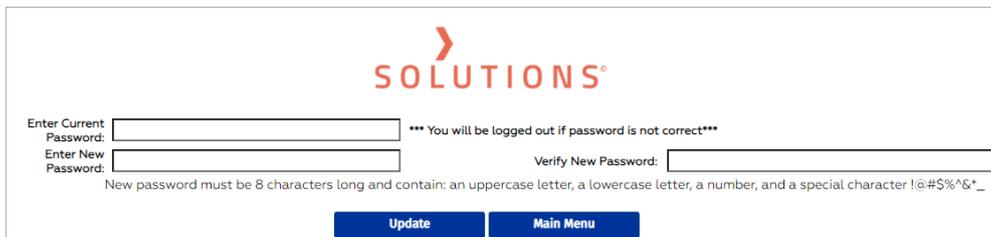
New Password

ZW#@h9#j

OK
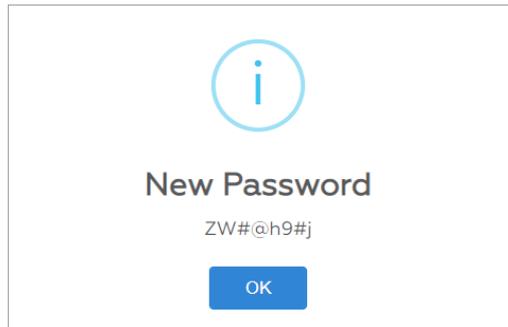
6. Click the **OK** button.

User: Reset Your Own Password

1. From the Navigation Menu, click **Change Password**.

2. Enter your **current password**, **new password**, and then **verify** your new password.

Enter Current Password: `*** You will be logged out if password is not correct***`

Enter New Password: Verify New Password:

New password must be 8 characters long and contain: an uppercase letter, a lowercase letter, a number, and a special character !@#$%^&*_

Update | Main Menu

3. Click the **Update** button. The message below is displayed once the password has been changed.

CHANGE PASSWORD

PASSWORD CHANGED

Your password was successfully changed.

Main Menu