

How can I reset another EventsAir user's password (when they're not getting the reset password email)?

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NOTE: Due to data and privacy regulations, there are limits on what you, as an EventsAir user, can do to reset a user's password if they're not receiving their password email. You can try the following:

1. Check the SendGrid bounced/blocked email list and clear if needed ([search for the related FAQ on this topic](#))

2. Go to **Application Setup — Users**

NOTE: You'll only be able to do this if you're an Administrator on your EventsAir account.

3. Go into the User profile.

4. Check that the email address in the user account is definitely correct.

5. Ask the user to check junk and spam folders, and "Other" tab in latest version of MS Outlook.

6. Ask them to check with their IT department that your emails haven't been quarantined.

7. Ask them to test that their email is definitely working (send themselves a test email).

8. Ask them to test to see if they're receiving other emails from you (send them a test email).

9. Ask the user for an alternative email address to try.

10. Try again – click the Reset Password button.

NOTE: If user is still not receiving the password email, reach out to EventsAir Support.

For more information on data and privacy law, visit <https://gdpr.eu/what-is-gdpr/>
