

How do I change/edit an attendee's password (or send a reset password email)?

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NOTE: Confirm with the attendee that the email address for the online account is correct and that they can access it. If they're not receiving password reset emails, ask them to check their junk/spam folders.

1. Navigate to the **Attendees Panel**.
2. Search for and select the attendee who's having password problems .
3. Click on the **Contact** area to open it up.
4. Scroll down until you see the section called **Online Account**.
5. Select "**Edit Account**" if you want to change the email address for the online account, and/or change or confirm the password.

OR select **Reset Password** to send the attendee a reset password email).

The screenshot shows the 'Contact' page for an attendee's online account. The page has a header with the title 'Contact' and four tabs: 'Details', 'Custom Fields', 'Data Processing Log', and 'Access Log'. Below the tabs, there is a section titled 'ONLINE ACCOUNT' with the following details:

Account Email	attendee1@abc.com
Account Linked To	None
Account Disabled	<input type="checkbox"/>
Last Logon	Thursday, Mar 30, 2023 3:16 PM
App PIN	F0Z2H6

Below the 'ONLINE ACCOUNT' section, there is a section titled 'EVENT CHECK-IN'. The 'Reset Password' button is highlighted with a red box.

6. You'll see a pop-up message to confirm the email has been sent.