

## BoardBook Premier – Resetting a User’s Password

In BoardBook® Premier, resetting passwords is done by either the user themselves via the ‘Forgot Password’ utility, or by a user who has both the ‘User Manager’ permission and the ‘Organization Administrator’ role. Note that a user with only the ‘User Manager’ permission cannot reset another user’s password.

This document will go over the steps needed for a user who has both the ‘User Manager’ permission and the ‘Organization Administrator’ role to reset another user’s password.

### Getting to the screen

In the grey menu bar, use the ‘Users & Committees’ (sometimes listed as ‘Users & Units’) drop down to select ‘Manage All Users’. This will take you to a ‘List of Users’ screen.


Find the name of the user you want to reset the password for.

Click on the [Edit] link next to the user’s name.

This will take us to a screen labeled ‘Manage BoardBook Premier Information for (user name)’.

On this screen, in the first column find and click on the ‘View/Edit User’s Information link as illustrated below:

Need to manage a User's information - like their name,  
email address, or password?  
[View/Edit User's Information](#)



This will take you to the manage screen for this specific user.

In the ‘User’s Information’ column you’ll find two options for resetting a user’s password:

#### Option 1:

Scroll down and find the ‘Change Password’ link, it will have a key icon in front of it as shown below:

 [Change Password](#)

This will allow you to type a new password for the user directly into the program. We have found this is often a less confusing option for less computer comfortable users.

Note: You will need to provide the user with their new password.

#### Option 2:

Just below the ‘Change Password’ link, you’ll find a gray button labeled ‘Generate and Email New Random Password’. Pressing this button will cause a new random password to be generated and sent to the email on the user’s account.

Note: This will not require the user to change their password after logging back in. If the user does wish to change their password, they should find and click on their name in the upper left and then choose ‘Manage Your Information’. On that page they will find the same ‘Change Password’ link mentioned earlier.