

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 the ‘Organization Administrator’ role. Note that a user with only the ‘User Manager’ permission cannot reset another user’s password.

To quickly determine whether you have the organizational administrator role follow these steps:

In the Gray Menu Bar click on Users & Committees (may be Users & Units).

Click on ‘Manage All Users’, if this is not seen you do not have this role.

This will show a list of all users with information about the users appearing in columns. If the columns ‘Last Updated’ and ‘Last Activity’ are seen, you have the ‘Organizational Administrator’ role.

This document will go over the steps needed for a user who has 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 you will find a gray box with the user’s user name. Confirm this is exactly what the user is entering for their user name. Commonly when being contacted to reset a user’s password we determine that the user is not in fact entering the correct user name. This should be checked prior to resetting the password.

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:

Note: Neither of these methods will 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 discussed in Option 1.

Option 1: (recommended)

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



Clicking on 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: Because we commonly speak with users who either misunderstand which email account the mail will be sent to, or the emails themselves end up in the user's junk folder, we recommend option 1.