

Has your employee forgotten their password? There are a few options of how to fix this issue.



The best first step is to make sure the Company Login and Username are correct!

Option 1: Clear It

You can remove the existing password and let the employee set a new one.

1. Go to **Setup > Employee Setup**
2. Find the employee in the list
3. In the Password column, checkmark the “Clear” box
4. Save Changes

Change or Clear Password

***** ☒ Clear

When the employee logs in again, make sure they enter the Company Login and Username, but leave the Password field blank. Then the system will prompt them to create a new password.

Company Login
legitco

Username
david miller

Password

Log In

A Legit Company

Your account requires a password to log in, please create one.

New Password
Required

Retype Password
Required

Reset Password

[Standard Log In](#) | [List Log In](#) | [Auth Browser](#) | [Forgot Password](#)

Option 2: Set One For Them

1. Go to **Setup > Employee Setup**
2. Find the employee in the list
3. In the Password column, start typing a new password over the asterisks
4. Save Changes

Change or Clear Password

***** ☐ Clear

Change or Clear Password

123 ☐ Clear

Option 3: Allow Employees to Manage It Themselves

By allowing employees to reset their own password, you won't have to log in and clear or change it for them.

1. Go to **Setup > Company Login**
2. Check the box for “Employee access to reset password” and Save Changes

Password Preference [\[What's This?\]](#)

- ☒ Employee access to reset password
- ☒ Password required for Employee log in (Recommended)
- Days for password to expire: Never

3. Go to **Setup > Employee Setup**
4. Enter an email address for each employee and Save Changes

Email	
david@legitco.com	☐ Send ?

Now, employees can use their email address to reset their password

david miller

Password

Log In

☒ Y

Remember Company Login

☒ Y

Remember Username

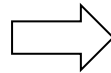
☐ N

Remember Me

☐ N

Mobile Device Formatting

[Quick Punch Button](#) | [Auth Browser](#) | [Forgot Password](#)



Please enter your email to get a password reset sent.