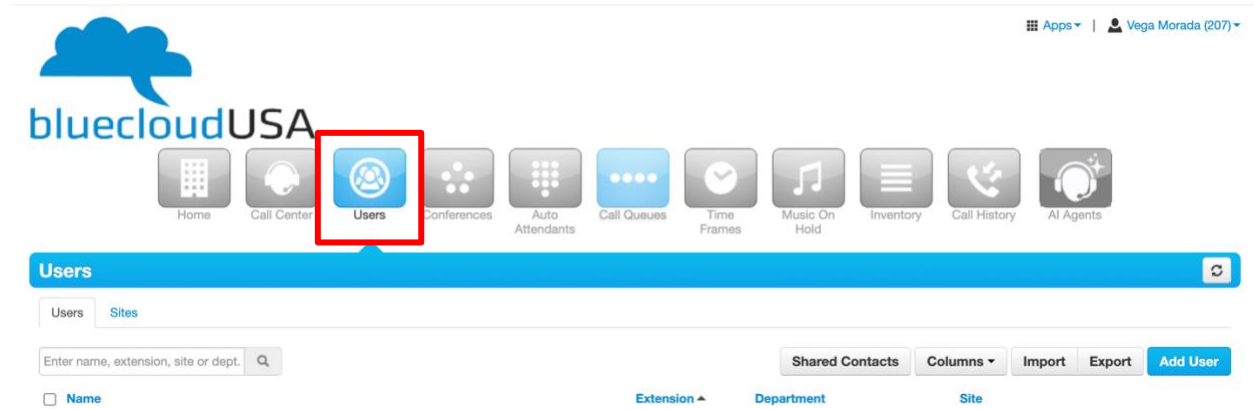


## Manager Password Reset

Managers can send a password reset via logging into the portal and navigating to the users tab.



Once on the users tab, managers will select the user they are looking to reset a password for by clicking on the users name. Be sure to scroll down to the bottom of the users tab to verify the email address that the reset email will be sent to.

### Change Account Security

Email Address(es)  +

Single Sign-On Apple identity not connected.

Google identity not connected.

Office 365 identity not connected.

Multi-Factor Authentication Google Authenticator not configured.

### Change Voicemail PIN

New PIN

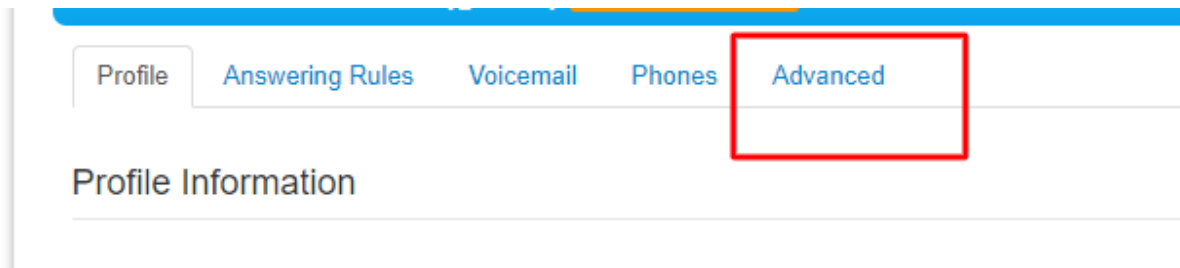
Minimum length of 4 characters, your extension cannot be part of your password.

[← Back to Users](#)

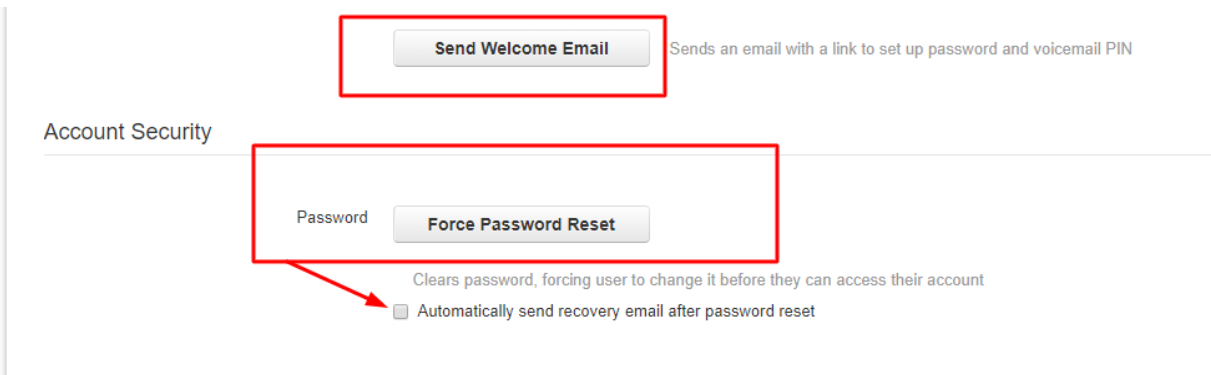
**Save**

Cancel

Be sure to click the save button after updating the user's email. After the email has been confirmed to be correct, navigate to the Advanced tab at the top of the screen.



Once in the advanced tab, navigate to the option for either sending a welcome email to setup a password for the first time, or the force password to reset their password, just be sure to select the option to send a recovery email so that they will receive a link.



## Users Password Reset

Once at the portal login, users can select the forgot password option to retrieve their password via email by entering their login name



bluecloudUSA

Login Name

Password

Log In

[Forgot Login Name](#) | [Forgot Password](#)

if they do not know they login name, they are able to select the forgot login name to enter their email address to receive a follow-up email with the login name included.