

Reset a Staff Portal Password

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Watch a (1:43) video tutorial on how to Reset a Portal Password

There may be occasions where a staff person forgets their password and is unable to log into their Staff Portal. Your staff is able to use the *Forgot your password?* link to generate a new password.

The password can also be reset through your database. How to reset the password depends on whether the staff person is logging into the Staff Portal with an assigned Staff Portal Login ID or whether they are logging in using their Jackrabbit User ID and password (when staff person is linked to a User ID).

Reset a Password using the *Forgot your password?* link

The *Forgot your password?* link on the Staff Portal login page allows your staff to quickly generate an email with a link to reset their password. **This email will be sent to the email address you have on file for them in their *Staff* record, on the *Summary* tab.**



The password reset link is time sensitive and will expire in 24 hours.

Staff Portal

Enter your username

Enter your password

[Forgot your password?](#)

Login



Supported browsers



Staff Portal

Enter your username and email address to create a new password. If you do not know which email address we have on file, please contact our office.

Enter your username

Enter your email

Back

Submit

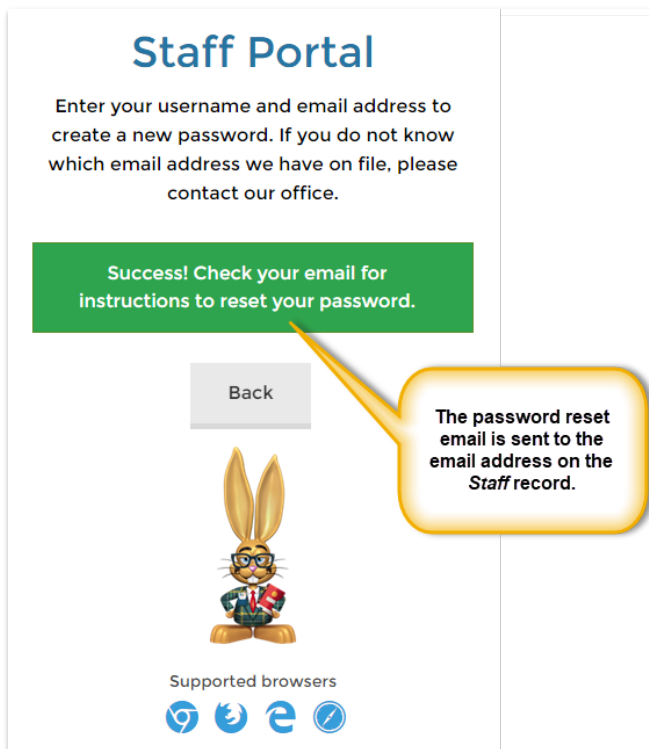


For Staff Portal Login IDs this is the email address on the staff record. For Jackrabbit User IDs (matched to staff record) this email address is the address in the User ID record.

Staff Portal Login ID or Jackrabbit User ID (if matched to staff record)



When a staff person, who has an assigned **Staff Portal Login ID**, is resetting their password they will need to enter the email address located on their **Staff** record. Staff persons who log into the Staff Portal using their **Jackrabbit User ID** (which has been linked/matched to their Staff record) must reset their password using the email address located on their **User ID** profile. **In both cases the password reset email is sent to the address on the Staff record.**



Reset a Staff Portal Login ID Password (from within the database)

A staff person's Staff Portal Login ID password can be reset in the database by any User with the *Time Card and Portal Settings tab* permission (in the *Staff* category of permissions).

1. Locate the staff person's *Staff* record from the *Staff* menu > *List Active Staff*.
2. Go to the **Portal Settings** tab.
3. Click **Email Password Reset Link**. *Note: If this staff person is matched to a User ID this button will be inactive (grayed out).*

The password reset email will be sent to the email address on their *Staff* record > *Summary* tab.

[Return](#) [Save Changes](#) [Delete](#)[Instructor Schedule \(PDF\)](#) [Add Time Entry](#) [Instructor Calendar](#) [Weekly Schedule](#) [Email](#)[Summary](#) [Classes](#) [Compensation](#) [Time Card](#) [Portal Settings](#) [Feedback](#) [Skills](#) [Certifications](#)

Staff Portal Settings

Login

[Email Password Reset Link](#)Match to User ID ?Staff Portal Login ID ?

Login Message:

[More...](#)Login Message Expiration: ?

*The reset link in a password reset email is **time sensitive** and expires in 24 hours.*

Reset a Jackrabbit User ID Password (from within the database)

When a staff person who logs into the Staff Portal using their Jackrabbit database User ID has forgotten their password, a User with administrative permissions can reset the password from within the database. It must be done from the User ID record, however, not from the Staff record. The *Email Password Reset Link* on the *Portal Settings* tab of the *Staff* record will be grayed out when the staff person is matched to a User ID and it cannot be used to reset their password.

1. Go to **Tools > Edit Settings > User IDs**.
2. Click the link on the **User ID** to edit.
3. Click the **Reset Password** button.
4. Enter the new password and confirm.
5. **Save**.



No email is generated for this password reset. The staff person must be notified and given their updated password.

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Staff Portal Settings

[Login](#)[Email Password Reset Link](#)Match to User ID diharris [?](#)Staff Portal Login ID [?](#)

Login Message:

[More...](#)Login Message Expiration: [?](#)

This button is grayed out when the staff person is matched to a User ID