

## **Resetting & Resending Passwords**

At times you will need to provide login information to your employees. Whether they lost their email, they changed the password and can't remember, etc.

There are two ways to support these employees: change the password and inform the donor or resend the current password in an email.

To change a password:

1. From the administrative site, click the +symbol next to campaigns.
2. Click the +symbol next to your campaign name
3. Click 'donors'
4. From the donor grid, search for the name of the employee whose password you wish to change.
5. The second icon from the left is the 'settings' icon, click it.
6. At the bottom of the screen click the 'view/edit company donor settings' link
7. Enter a new password and enter the same password in the confirm box
8. Click save/update.

Note: You cannot view a password, it is blocked from sight. You can change it to something mutually agreed upon.

To resend a password:

1. From the administrative site, click the +symbol next to campaigns.
2. Click the +symbol next to your campaign name
3. Click 'donors'
4. From the donor grid, search for the name of the employee whose password you wish to resend.
5. The 6th icon from the left (envelope icon) is the password resend button, click it.
6. Sample text is provided for you, but you are able to add text if desired.
7. Add a description, perhaps the donor's name and your name and click save & queue.
8. The email will be sent as soon as the queue is free (normally a minute or so). You will be redirected to the email system where you will be able to see the status. Once the email reads 'processed' it has been sent.