

Password Reset

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Darren raised this request via Jira

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Description

Hello.

I seem to have forgotten my device password. Could you reset it for me, thanks

Documentation:

Resolve this issue

Resolution

Done



Linked Issues

causes

Issue

PASSWORD RESET



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User needed a password reset. Before initiating, I contacted the user to verify their identity and also checked the device's location details for further confirmation.

Demonstration of password reset

The screenshot shows the Windows Active Directory Users and Computers snap-in. On the left is a navigation pane with options like File, Action, View, Help, and various icons. The main pane displays a list of users under a 'Branch 1' container. Two users are listed: 'Darren Davis' and 'Jake Jones'. A context menu is open over 'Darren Davis', with 'Reset Password...' highlighted.

The screenshot shows the 'Reset Password' dialog box. It has fields for 'New password' and 'Confirm password', both containing masked text. A checkbox 'User must change password at next logon' is checked. Below it, a note states: 'The user must logoff and then logon again for the change to take effect.' Another checkbox 'Unlock the user's account' is unchecked. At the bottom are 'OK' and 'Cancel' buttons.