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| |  | | --- | |  |   **BUG** | |  | | --- | |  |   **ROOT CAUSE** | **Fix** | **LESSON** | **Screenshot Reference** |
| Customer forgot their WordPress admin password and cannot access the dashboard. | User password was forgotten and recovery email wasn’t working or accessible. | Accessed the database via Adminer → Opened wp\_users table → Edited the user\_pass field for the admin user → Set a new password and selected MD5 to hash it → User successfully logged in. | WordPress passwords can be reset directly from the database. Be sure to **set the password hash type to MD5** or the login won’t work.  **/localwp-site/wp\_users > user\_pass** | BEFORE:    AFTER: |