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# Genesys Administrator Extension Help

Setting and Resetting Passwords

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# Setting and Resetting Passwords

There are multiple methods to change or reset a password:

- [Reset a password for a single user](#)
- [Specify a new password for a single user](#)
- [Reset passwords for multiple users at one time](#)

## Resetting a Password for a Single User

1. In the header, go to `Accounts > System > User Accounts`.
2. In the `User Accounts` panel, click the name of the user for whom to reset the password. A new panel opens on the right.
3. In the new panel, select the `Force Password Reset on Next Login` check box.
4. Click the `Save` button.

### Important

- The `Force Password Reset` button is grayed out if the password has already been flagged to be reset by the user. It remains grayed out until the user logs in and clears the flag by resetting the password.
- The `Force Password Reset on Next Login` option displays only if Genesys Administrator Extension connects to Management Framework 8.1.1 or higher. Please see the [Genesys 8.0 Security Deployment Guide](#) for more information about resetting passwords.

## Specifying a New Password for a Single User

1. In the header, go to `Accounts > System > User Accounts`.
2. In the `User Accounts` panel, click the name of the user for whom to change the password. A new panel opens on the right.
3. In the new panel, click the `Change Password` button at the bottom of the panel.

4. Type the new password in the `New Password` field.
5. Confirm the new password by retyping it in the `Confirm Password` field.
6. Click the `Save` button.

## Resetting Passwords for Multiple Users

1. In the header, go to `Accounts > System > User Accounts`.
2. In the `User Accounts` panel, select the check box beside each user for whom to reset the password.
3. Click the `Bulk Change` button. A pop-up menu will appear. Select `Reset Password`.
4. A dialog box displays to confirm the action:
  - Click the `OK` button to continue.
  - Click the `Cancel` button to discard the action.

### Important

The `Password Reset` button is grayed out for those users whose passwords have already been flagged to be reset. It remains grayed out until the users log in and clear the flag by resetting their passwords.