# Reset User & Staff Passwords

If a user forgets their password, they can reset it via the AKCIS login screen with their security questions and email address, if it is saved in their Portfolio. Site administrators and staff can also reset users' and parents' passwords, either one at a time or several at once. Site administrators can also reset Staff account passwords.

First, go to akcis.org and log in with your Administrator or Staff username and password.

USERS
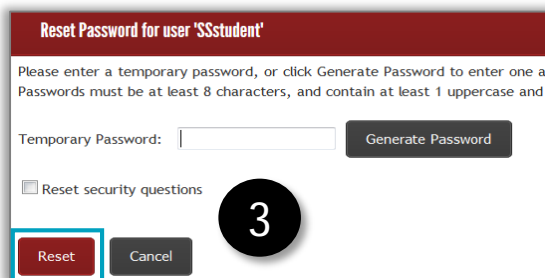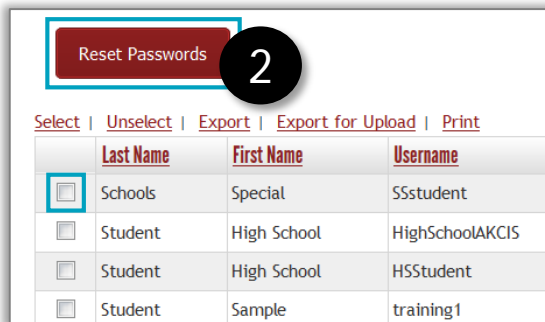
1. Hover your mouse over the Portfolios & Groups tab and click **Reset Passwords for Multiple Users**.

2. The Portfolio Select screen appears. Mark checkboxes next to the Portfolio(s) for which you wish to reset passwords, then click **Reset Passwords**.

3. A window appears. Enter a temporary password or click Generate Password. If needed, select to Reset security questions. If the user has an email address tied to their Portfolio, you will also have the option to send them an email with their new password. Click **Reset**.

4. (not shown) Text will appear noting that password(s) were reset successfully. The user will be prompted to create a new password after they log in.

STAFF

Staff accounts don't have the capability to reset other Staff account passwords.
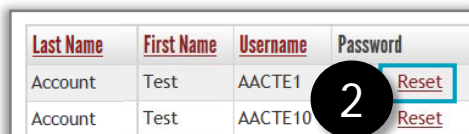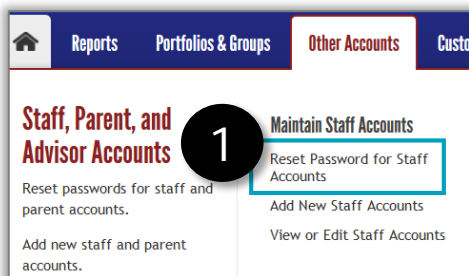
1. Hover your mouse over **Other Accounts** in the main menu and click **Reset Passwords for Staff Accounts**.

2. The Staff Accounts screen will appear. Locate the account you wish to reset and click **Reset** in the Password column.

3. Repeat Steps 2-3 from the users instructions above.