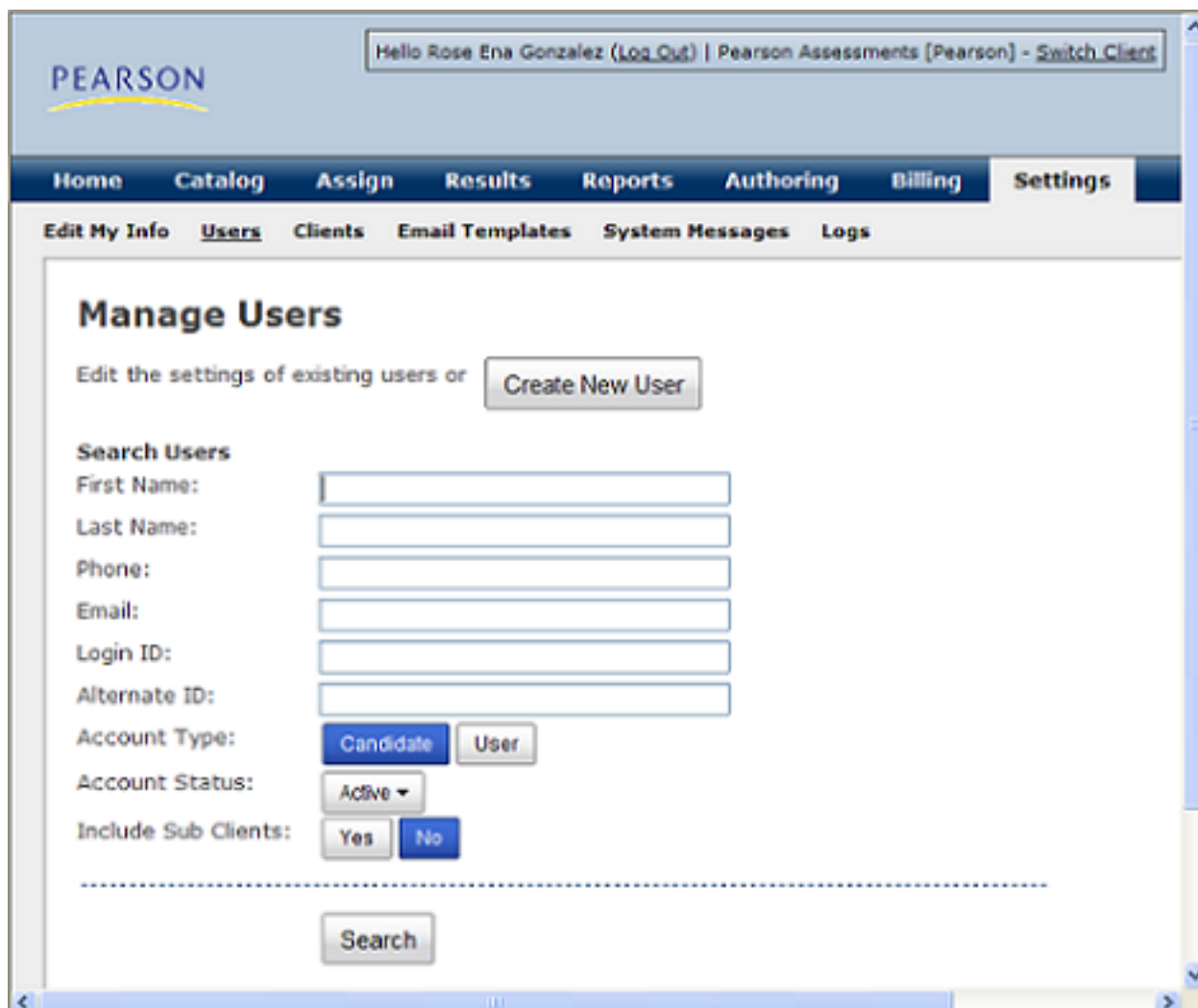


# Password Reset

If someone forgets their password or gets locked out of their account (after 5 attempts), Pearson Technical Support or the site administrator can reset the password. To do this:

1. Login to the Pearson Private Label on the *pan* platform.
2. Go to **Settings** | **Users**. The Manage Users page will be displayed:



The screenshot shows the Pearson 'Manage Users' interface. At the top, there's a user greeting: 'Hello Rose Ena Gonzalez (Log Out) | Pearson Assessments (Pearson) - Switch Client'. Below this is a navigation bar with tabs: Home, Catalog, Assign, Results, Reports, Authoring, Billing, and Settings (which is active). Under 'Settings', there's a sub-menu with: Edit My Info, Users (active), Clients, Email Templates, System Messages, and Logs. The main content area is titled 'Manage Users' and contains the text 'Edit the settings of existing users or' followed by a 'Create New User' button. Below this is a 'Search Users' section with input fields for First Name, Last Name, Phone, Email, Login ID, and Alternate ID. There are also buttons for 'Account Type' (Candidate and User), 'Account Status' (Active with a dropdown arrow), and 'Include Sub Clients' (Yes and No). A 'Search' button is located at the bottom of the search section.

3. Select an **Account Type** of User and enter any available search criteria.

4. Click the **Search** button to perform the search.

**Note:** If the user whose password needs to be reset is a member in a client account other than your own, click the Yes button to **Include Sub Clients**.

5. Once you have located the user record double-click the record to edit it.

**Note:** If the user whose password needs to be reset is in a different client account, you will not be able to double-click their record. You will need to [Switch Clients](#) to enter the sub-client's account prior to setting the user password. One way to do this is to click the Client name in the Client column for this user (it will be a link). Once you have done this, you will need to go to the **Settings** | **Users** page for this Client and re-locate the user record by searching again. See [Switch Clients](#) for more details.

6. On the user Details tab, scroll down to Login Information:

Login Information

The Username and Password are fields that will be used to access all system activity. Please choose a username that you will remember. The password must be a minimum of 8 characters in length and can include letters, number, or special characters.

Account Type:

CandidateUser

Account Status:

ActiveInactive

Qualification Level:

C (HR)

Login ID:

PearsonQA\_Standard

Change

Alternate ID:

Reset Password

Password:

[Password Requirements](#)

Confirm Password:

Account Locked:

NoYes

Click the **Reset Password** button to reset the user's password and send an email notification to user. Alternatively, you may set the password directly in this screen and then click Save to save the user record. If the user has locked their account click the No button next to **Account Locked** in order to unlock their account.

Article ID: 4394

Last updated: 11 Apr, 2012

Web Support -> Talent Assessment -> Password Reset

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4394>