

Resetting a users Hosted Desktop Password through the Administrator Portal

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To reset another user's password, you must already be a service administrator for your company with access to the Customer Portal. If you are a company administrator and you wish to reset the password one of your users, follow the steps below:

1. Go to **<https://portal.cobwebdesktop.com>** and login using your administrator username and password.
2. Go to the Users section and select the correct user.
3. Click on the **Password** tab.
4. Update the password and confirm the change on the next page

Note: Above the 'Set User Password' heading, we have made available the minimum requirements for any new password. New passwords will not be accepted by the system unless they meet the criteria specified.