

Resetting a User's Password

Introduction to Exercise

Now that users are signing in and using the tools, you're likely to come across a scenario where a user needs a password reset:

- A user forgets their password
- A user's account is compromised (security concerns)

Exercise Scenario

Jennifer Lee (from Finance) has just come back from holidays, she calls to ask you to reset her password, because she's forgotten it and is now locked out of her account.

Exercise Directions

1. [Sign into your Google Admin console](#) as the administrator user using **your administrator account name and password**.
2. Click the **Users** icon.
3. Access the **reset password function** by one of two ways:
 - In the **user list**, click **Jennifer Lee**. When her page has loaded, click the **Reset password icon**.
 - In the user list, **hover over Jennifer Lee** and view the available options that display. **Click Reset password**.
4. In the **Reset password for jennifer.lee** dialog box:
 - Fill in a temporary password or click Auto-generate password to let Google create one for you.
 - Check the **Ask for a password change at the next sign-in** in the next sign in box.
 - Click **Reset > Done**.

5. Provide the user with **new sign-in information**. If you have auto-generated the password, there'll be a show password option.

The next time the user signs in, they'll be prompted to supply the current password and enter a new password.

When they enter the password, the Password strength field evaluates the security level of the password. They can click the link if they want tips for creating strong passwords. Google requires a password that's at least eight characters.

As the administrator, inform Jennifer Lee that her password is now reset and she can now sign in to change it. You can also give her [some tips on creating a secure password](#) in line with your company's security policy.

Revision #1

Created 2026-02-10 00:39:42 UTC by joliveira

Updated 2026-02-10 00:39:53 UTC by joliveira