

# Resetting SedonaAPI and SedonaWeb Passwords in the API

12/29/2023 12:55 pm EST

## Description of Issue:

There may be situations where, when using Sedona Web 2.0 or Sedona API, a user cannot log in as they have forgotten their password. On requesting a password reset with the Forgot Password link, they may not be receiving the email. How do you provide a new password for the user if they are not getting a password reset email?

## Fixes:

Below will outline how to quickly reset the password of the two kinds of users who may have an issue with getting a password reset email from SedonaWeb/Sedona API.

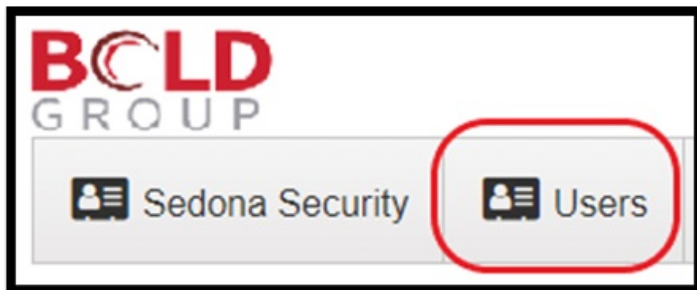
Company User – This term identifies a user within the company. This means; employees, technicians, and administrator users who make changes within the API.

Customer User- This term identifies users related to customer accounts. This means; users with access to customer portals to make payments.




After logging into the API:

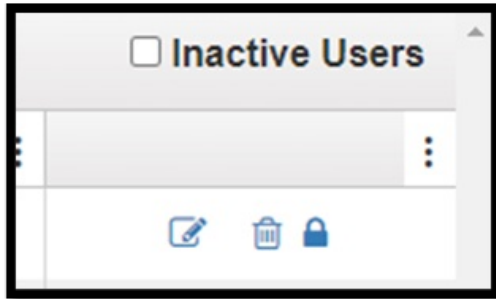
Company User –

1. Open the Users tab

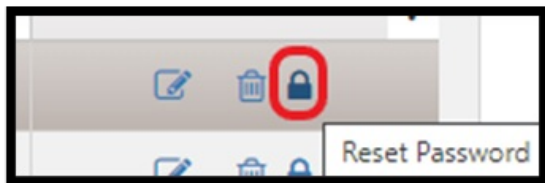


2. Once Users tab is open, you will see a list of the Company Users.
3. Locate the Company User who needs their password updated.
4. Once you have located the user, go to the last column and find the three icons.

Users					
Add New User					
		Customer Users		Inactive Users	
User Name	First Name	LastName	Email	Company	
activationtest	activation	test	activation@test.com	Sedona Security	  



5. The three icons are, from left to right, Edit, Delete, and Reset Password.



6. Click on the Reset Password icon, it looks like a padlock.

7. When you click on Reset Password, it will open a new screen.

## Reset Password

**New Password**

**Confirm Password**

THIS IS A TEST

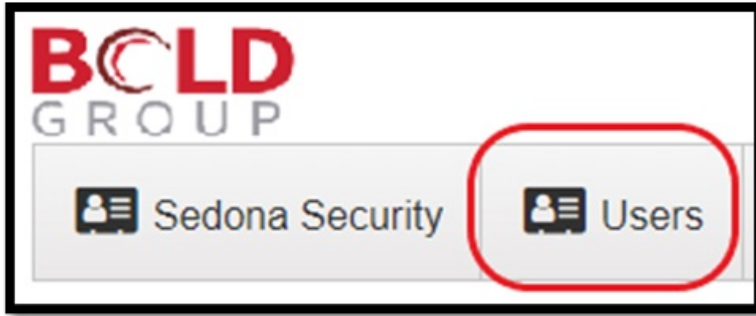
8. Enter a new password in the New Password field. Confirm that password in the Confirm Password field.

9. Use the Save button, located to the right of the screen.

10. Once the password has been reset, provide that to the user who cannot login.

Customer User –

1. Open the Users tab.



2. Once in the Users tab, locate the checkbox for Customer Users.



3. Once the box is marked, the Users list will display only the Customer Users.

From here, follow the rest of the steps from step 4 for Company Users.