

Resetting Passwords

If a member forgets their password or can't login, go to the website to see if they are registered:

1. Login to CaliforniaAlpineClub.org
2. Click on Dashboard
3. Scroll down to "All Users"
4. Enter the member's email address in the upper right box next to "Search Users"
5. If their info does not come up they need to enter a new registration
6. If their info comes up, click on "Edit" under their (user) name
7. The members "Profile" will come up
8. Scroll down to the middle of the Profile information to create a new password. Click on "Generate Password"
9. When a system generated password comes up, type over it with a temporary password such as the member last name and the year ie, "Member2018"
10. Click ok to accept "weak password"
11. Scroll all the way to the end of the profile and click "Update User"
12. When the page refreshes make sure it says "User updated" at the top

Here is a message to send to the member when you have changed their password:

Hello member,

I have set up a temporary password for you: Member2018 (note CAP M).

You can login in now with your email and the above password. To change this password move your cursor over your "Howdy" name in the upper right hand corner after you have logged in. Click on your "Profile" and scroll down until you find the item "New Password". Click on "Generate Password" and replace the system generated one with something you will remember. It is ok if it is a "weak" password, but be sure to click to accept a "weak password". Then scroll all the way to the end of your profile and click on "update user" at the bottom of your profile to save your new password.

Make sure the page refreshes with "User Updated" at the top

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