

Reset a Staff Portal Password

There may be occasions where a staff person forgets their password and is unable to log into their Staff Portal. Your staff is able to use the *Forgot your password?* link to generate a new password.

The password can also be reset through your system. How to reset the password depends on whether the staff person is logging into the Staff Portal with an assigned Staff Portal Login ID or whether they are logging in using their Jackrabbit User ID and password (when a staff person is linked to a User ID).



A staff member must be active in order to log into the Staff Portal. They will see a message on the Staff Portal login screen "This staff member is inactive and cannot login".

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 - ▢ [Reset a Staff Portal Login ID Password \(from in Jackrabbit\)](#)
 - ▢ [Reset a Jackrabbit User ID Password \(from within the system\)](#)
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