

Quick Start Guide – Password Reset Codes

This quick start guide details the process for generating Password Reset Codes.

Password Reset Codes

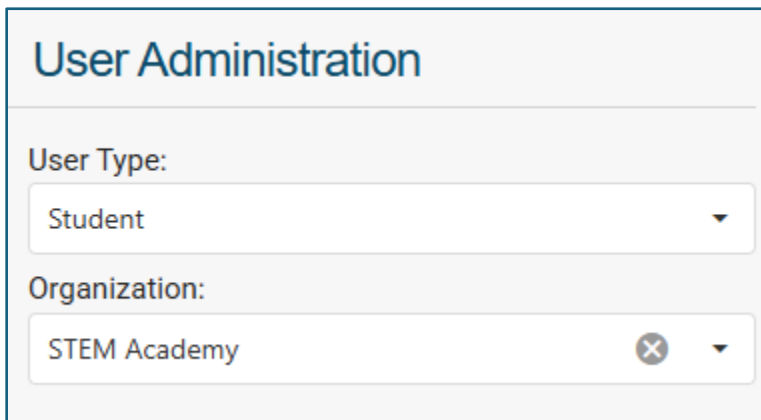
A Password Reset Code can be generated for any user who does not know their password and needs assistance logging in.

- Password Reset Codes for learners can be generated individually in User Administration or individually or bulk in Class Management.
- Password Rest Codes for non-learners must be generated in User Administration.

Step by Step Instructions – User Administration

Password Reset Codes can be generated individually for all user types in User Administration by following the instructions below:

1. Navigate to Admin – User Administration.
2. Select User Type from the User Type dropdown.
3. Select Organization in which your user is enrolled.



The screenshot shows a web interface titled "User Administration". Below the title, there are two dropdown menus. The first is labeled "User Type:" and has "Student" selected. The second is labeled "Organization:" and has "STEM Academy" selected. Both dropdowns have a small downward arrow icon on the right side.

4. Enter the user's last name in the search field.
 - a. Optionally you may enter both the user's first name and last name, email address, or username.
 - b. For a list of all users of that type, leave the search fields blank.



▼ **Default Search Fields**

First Name:

Last Name:

Email:

UserName:

Status:

WinCRS Id:

- Click Search.
- Select the gear icon in the Row Actions column to the left of the user's name.

☐	Row Actions	WinCRS Id	First Name	Last Name	UserName	Email	Organization
		Q	Q	Q	Q	Q	Q
☐		360986	John	Doe	jdoe1		STEM Academy

- Click Generate Password Reset Code from the gear dropdown.

 Edit User

 **Generate Password Reset Code**

 Deactivate User

 Reset Placement Test

 Assessment Accommodations/Language

- After clicking Generate Password Reset Code a dialogue box will appear with the following Confidentiality Notice:

ATTENTION: Password reset codes provide access to individual accounts and must be treated as secure materials. Share each code only with its intended recipient. Do not post, email, or distribute codes in a way that could allow unauthorized individuals to view or use them.
- Read all of the text in the dialogue box and then accept the Confidentiality Notice by clicking the "I understand and agree" check box. Then click Generate.

Password Reset Code - John Doe

Generate a password reset code for this user. It will be valid for two hours and replace any previously generated password reset code.

Confidentiality notice

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☒ I understand and agree.

Generate

Cancel

10. Provide the generated Password Reset Code to the user and instruct them to click "Have password reset code?" on the login page, then enter their **username and code** to reset their password.

A screenshot of a web application showing a 'Password Reset Code' modal. The modal has a dark blue header with the title 'Password Reset Code - John Doe' and a close button (X). The main content area is white and contains the text 'Password Reset Code' above a large, light gray rectangular box displaying the code 'LvZDTrm'. Below the code box, a message states: 'This code is valid for the next 2 hours, until 9/24/2026, 5:34:17 PM.' At the bottom, there is a paragraph of instructions: 'Tell the recipient to select "Have password reset code?" on the login page, then enter their username and code to reset their password.' In the bottom right corner, there are two buttons: a blue 'Copy' button with a document icon and a white 'Close' button.

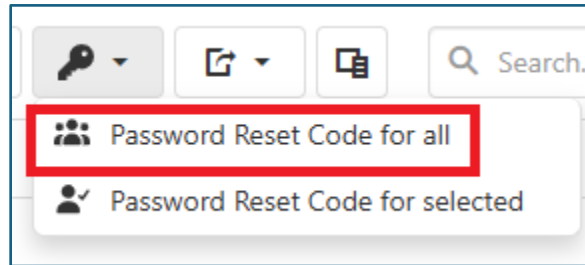
NOTE: Password Reset Codes generated from User Admin are valid for two hours from the time they are generated.

Step by Step Instructions – Class Management

1. Navigate to Admin – Class Management.
2. Select the class in the column on the left.
3. In Class Management you can generate Password Reset Code for an entire class or selected users in a class.
 - a. Generate Password Reset Codes for the **entire class**.
 - i. Click the **Password Reset Code** button.

Class Roster Preview

- ii. Select **Password Rest Code for all**.



- b. Generate Password Reset Codes for **selected users in the class**.

- i. Check the box in the column to the left of the learners you wish to generate Password Rest Codes for.

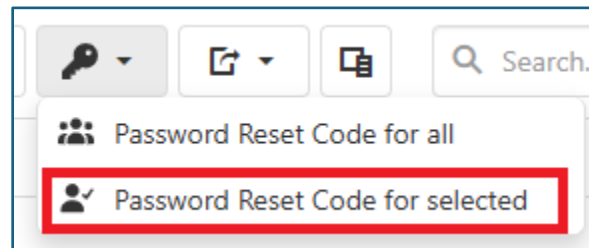
☐	First	Last	Date of Birth
☐	Q	Q	Q
☒	Rand	AlThor	10/10/2010
☐	Matt	Cauthon	
☒	John	Doe	1/1/1992
☐	Softskills	Learner	11/8/2000
☒	Another	Student	1/2/2022
☐	chris	test	
☐	Andy	Testwork	11/7/2001

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- ii. Click the **Password Rest Code** button.



- iii. Select **Password Rest Code for selected**.



4. Generate the **Password Reset Codes**.

- a. After clicking either **Password Reset Code for all** or **Password Reset Code for selected** a dialogue box will appear with Confidentiality Notice and options for generating the Password Reset Codes.
- b. Read all of the text in the dialogue box and then accept the Confidentiality Notice by clicking the "I understand and agree" check box.



Confidentiality notice

ATTENTION - Password reset codes provide access to individual accounts and must be treated as secure materials. Share each code only with its intended recipient. Do not post, email, or distribute codes in a way that could allow unauthorized individuals to view or use them.

☒ I understand and agree.

- c. Select a **Start Time** for the Password Reset Code to become valid.

Start time

09/24/2026 1:00 PM

Expiration time: 9/24/2026, 3:00 PM

Valid for (hours)

2

Times shown in Eastern Daylight Time (America/New_York).

- i. The start time defaults to the current time.
 - ii. Setting a start time in the future allows for Password Reset Codes to be generated in advance.
 - iii. Start times cannot be set in the past/before the current time.
- d. Select a **Valid for (hours)** time limit for how long the Password Rest Code is valid from the set start time.

Start time

09/24/2026 1:00 PM

Expiration time: 9/24/2026, 3:00 PM

Valid for (hours)

2

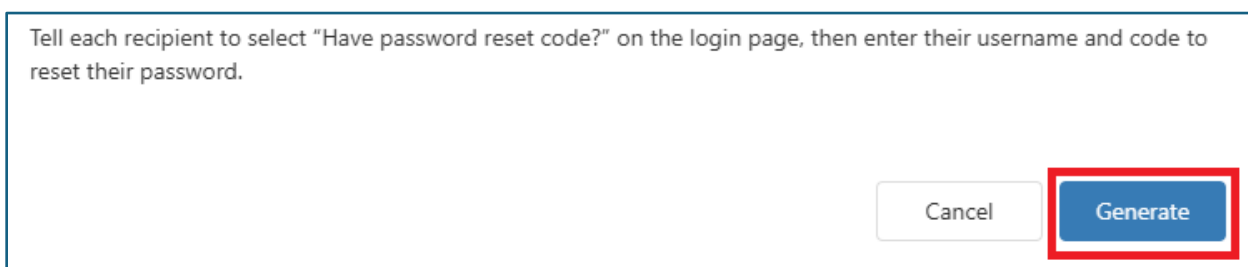
Times shown in Eastern Daylight Time (America/New_York).

- i. The default **Valid for (hours)** time is 2 hours.
 - ii. The maximum **Valid for (hours)** time is 8 hours.

NOTE: For users who will need their Password Rest Code later than 8 hours after the start time. The start time should be adjusted. For example, if a user or class will need their password rest code the day after they are generated the **Start Time** should be adjusted to the next day.
 - iii. Password Reset Code Expiration Time is shown below the Start Time.
- b. Password Rest Codes will download as a PDF. Select the desired layout under **PDF Layout**.



- i. **Multiple codes per page** will print up to 4 codes per page
NOTE: These codes MUST be separated and distributed to the learners individually.
- ii. **One code per page** will print one learner's access code per page for easy distribution.
- c. Click **Generate**.



- i. The **Generate** button will not be clickable until you accept the **Confidentiality Notice**.
- ii. Clicking **Generate** downloads a PDF to your downloads folder. Print this PDF and distribute it to the learners.
- iii. PDFs containing **Password Access Codes** should be treated as secure documents and stored in a secure location between printing and distribution.

Step by Step Instructions – Using a Password Reset Code

Users with Password Reset Codes will select **Have password reset code?** on the login page, then enter their username and code to reset their password.

1. Select **Have Password Reset Code?** On the login page.



SIGN IN & STEP UP
A small step for you, a giant leap for your future.

Username

Password

Log in

Forgot password?
Have password reset code?

2. Enter the Username in the Username Field, enter the **Password Reset Code** in the Access Code field and click Submit.

Enter Password Reset Code
If you do not know your password and have been provided a Password Reset Code, you can enter it here to obtain the ability to reset your password.

Username: *

Access Code: *

Submit

3. Create a new password and enter it in both the Password and Confirm Password fields and then click Reset Password.

Password Reset
Please enter and confirm your new password below.

Password: *

Confirm Password: *

Reset Password

- a. Password Requirements are:
 - Password length must be at least 8 characters.
 - Password must contain at least one uppercase letter.
 - Password must contain at least one lowercase letter.
 - Password must contain at least one number.
 - Password must contain at least one special character.
 - Password must not contain the word "Password".



- Password must not contain your first name.
 - Password must not contain your last name.
 - Password must not contain your username.
 - Password must not contain your email.
 - Password and confirmation password must match.
4. Click Log In and then log in with the username and new password.

Password Reset

Your password was reset successfully.

Log In

SIGN IN & STEP UP

A small step for you, a giant leap for your future.

jdoo1

.....|

Log in

[Forgot password?](#)

[Have password reset code?](#)