Send an employee a password reset

Help an employee who's locked out or whose invitation expired by emailing them a new link.

For: Administrators, Managers · Updated November 22, 2026 · https://hipaacertify.com/index.php/support/article/reset-employee-password

Administrators and managers can't see or set employee passwords. Instead, send the employee a secure link to choose their own.

1. Go to **Employees**.
2. Find the person. Use the search box if needed.
3. Click **Reset PW** and confirm **Send a password reset email to this employee?**

You'll see **Password reset email sent to [name].** The employee gets an email titled **Reset Password Notification**. The link works for 72 hours.

Notes

- **Reset PW** shows only for people who have been invited. If you see **Send Invite** instead, they haven't been invited yet, so click that.
- You can send one reset per minute per person. Sooner than that, you'll see a "please wait" message.
- If the employee also works at another organization with the same email, the link may update that other account. If it doesn't help, contact support.
- If emails aren't arriving, see Not receiving emails from HIPAA Certify.

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