



Domain dependence for password reset of user

Admins reserve the right to [reset the password of users](#) in their organization. However, there are certain restrictions imposed on admins when it comes to resetting a user's password. These restrictions are dependent on the domain of the user's email address.

What is a domain name?

A domain name refers to the address of a website. In simple terms, if your house is a website, then the house address is the domain. When someone buys a domain, they become the domain owner. It's important for the owner to get their domain verified in Zoho Directory, in order to confirm their identity.

Domains can be broadly classified into verified and unverified domains.

Verified vs. unverified domains

Let's look at a scenario to explain the difference between these types of domain.

Assume that Walter has bought the domain name *zylker.com* for his company. Next, he hires employees for his company, with each employee getting an email address with the domain *zylker.com*, such as [megan@zylker.com](#) and [james@zylker.com](#). Since Walter owns the domain name, he can [verify it](#) in Zoho Directory. Once it is verified, Walter can reset any employee's password.

Now, for some additional work, Walter hires external consultants. These external consultants will have corporate and personal email addresses of their own, for example, [leonard@zohomail.com](#) or [antony@gmail.com](#). When Walter adds them to his organization in Zoho Directory, the domain of their email addresses cannot be verified in Zoho Directory since Walter doesn't own either of the domains. In such cases, Walter will not be able to reset their password.

Whose password can an admin reset?

Admins can reset the passwords of those users who have email addresses with verified domains. If a particular user has an email address with an unverified domain, they will have to [reset their password](#) themselves by signing into [Zoho Accounts](#).