Zoho Corporation

Reset password/MFA of a single user

Prerequisites

Permissions required to perform this action :

- Reset password
- Manage MFA

Reset password/ MFA of an user

1. Sign in to [Zoho Directory](#) ⬈, then click **Admin Panel** in the left menu.
2. Click **Users** in the left menu, then click on the user whose password/MFA you want to reset.

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>
> ✎ Edit   ✉ Manage Email Address   🖳 Reset Password   ✎ Reset MFA

> 📄 Note: You can only reset the password/MFA of [confirmed users](#).

3. To reset their password:
   a. Click **Reset Password**, then either enter the new password, or click **Generate Password**.
   b. Select **Force users to change the password on login** if you want the user to change the password the next time they sign in.
   c. Under *Active login sessions*:
      - **Web sessions will be cleared automatically** will be selected by default, and cannot be deselected. With this option, the user will be signed out of all active web sessions, and will need to sign in again with the new password.

- Select **Clear mobile sessions and API tokens** if needed. With this option, the user will be signed out of all active mobile app sessions, and will need to sign in again with the new password.

    d. Enter your password to confirm resetting the user's password.

    e. Select **Email the new password to the users** to inform the user of the new password.

    f. Click **Reset**.

4. To reset their MFA:

    a. Click **Reset MFA**, then enter your password to confirm resetting the user's MFA mode.

    b. Click **Yes, Reset**.

    c. Click **Yes, Reset** in the pop-up message that appears.