



Help readers reset their passwords

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If you use self-administered reader passwords, readers should be able to reset their password without your help, using the **Reset password** link on the login page. You can [Set up self-administered reader options](#) to configure things like password expiry.

Refer to [What's the difference between admin managed and self-administered reader passwords?](#) to learn more about the different types of reader password management.

To manually reset a reader's password:

1. Go to **Account > Readers**. The Readers page opens to the Readers tab.
2. Select the reader whose password you want to reset.
3. Follow the steps for your reader password management type:
 - For self-administered readers:
 1. Select **Reset Self-Administered Password**.
 2. Choose either:
 - **Email reader a randomly generated temporary password:** This has the same effect as the reader going through the password reset process.
 - **Assign a custom temporary password:** When you select this option, KnowledgeOwl shows a **Temporary Password** field, allowing you to enter a temporary password of your choice. When you use this option, KnowledgeOwl does not automatically send an email with the new password. You must email the password to the reader.
 - For admin-managed readers, enter a new password in the **Admin Managed Password** field.
4. Select **Save** to apply your changes.