Resetting a User’s password in Virtus:

If you have a user contact you that does NOT know of their password, you can easily reset it with the following steps:

1) After logging into Virtus, click on the Administration tab, seen in the screen below.

![Administration Tab Screen]

2) Next, on the left navigation bar, click on the User Search area. Your screen should refresh similar to below:

![User Search Screen]

3) Make sure the checkmark to “Show Inactive Users” is checked, then enter in the last name of the individual and click Go. You will see your results, similar to below (the image below has greyed out the sensitive information about these members, as this is a “live data” view).
4) Click on the person’s last name and as seen in the example below, you will see more information about that person. Please, DOUBLE CHECK that the email listed to the left of the Email account info button, is correct. (if it is not, please correct it, by entering in the userID in the email and then click Save) Please write down their username, as you will use this in the next steps.

5) Next, go to Log out of the Virtus program, and then go back to the main Virtus login page, as seen below. Click on the link in red that says: Need login information? as seen below:
6) This link will take you to a password reset area, seen below. Enter in the user’s **userID** (which we already wrote down) and click **Go**. This will send the password reset email to the user’s email we checked above in step 4.

![Password Reset Screen](image1)

7) You will also see a confirmation of the password being reset.

![Confirmation Screen](image2)

8) The user will see an email similar to the one below (from System@virtus.org) which gives them a link to create a new password.

![Email Example](image3)

9) Clicking on that link will take them to a password reset screen, similar to the screen below, where they will need to type in a new password.
10) After the password was successfully re-set, please communicate with the user to remind them of their login “username” as they will still need this to login.