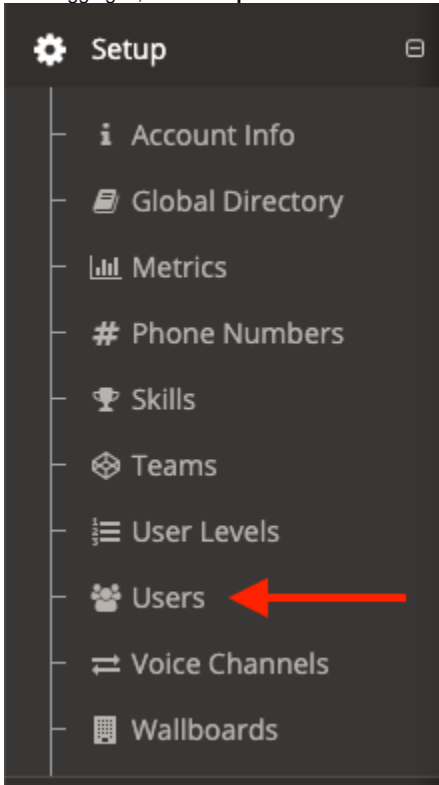


Updating a Manager or Supervisor Password

Flow users with **manager** level credentials can update passwords for other manager and supervisor level users. To update or replace an existing password, follow these steps:

1. After logging in, click **Setup > Users**



2. From the list of users, find and click on the users whose password you would like to update.
3. Enter a new password in the password field.

A screenshot of a 'User Edit' form. The form has a title bar with a user icon and the text 'User Edit'. Below the title bar is a section titled 'Configure control panel users'. The form contains several fields: 'Status' with radio buttons for 'Active' (selected) and 'Disabled'; 'Username' with a text box containing 'testlead'; 'Password' with a text box containing 'Enter a new password to update'; and 'email' with an empty text box. A red dashed box highlights the 'Password' field.

4. Click **Save** to update.

Note | Supervisor Forgotten Password

Users with a credential level of **supervisor** can only [update passwords for Agent level users](#). If you are a supervisor and need to reset a password reach out to your account manager.

Related articles

- [Supervisor Call Functions](#)

- [Call Logs](#)
- [Outbound Calling](#)
- [User Type Overview](#)
- [Call Contact Reason](#)