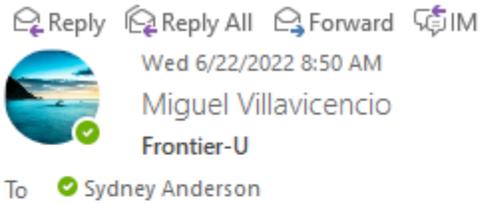


When a Frontier-U user doesn't know their password/credentials:

You'll get an email that looks something like this:



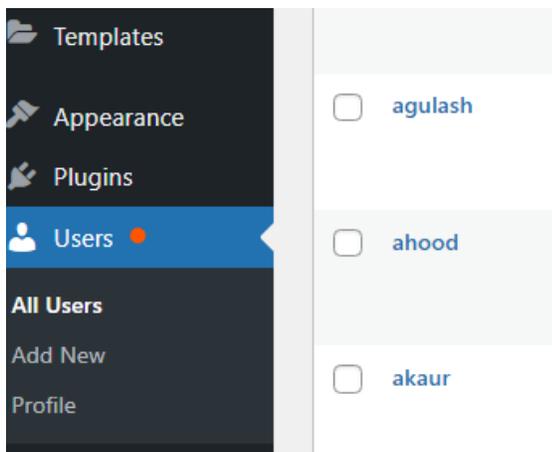
Hi Sydney,

what is my password for Frontier-U?

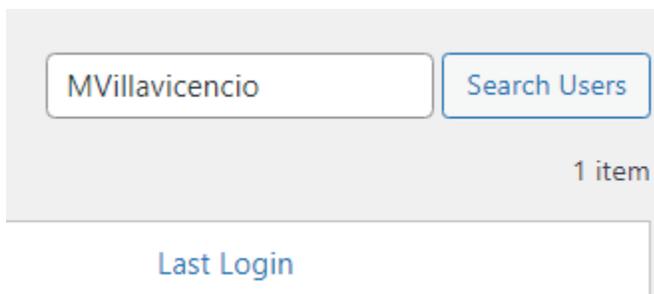
Thank you.

Step 1. Login to Frontier-U and go to the Dashboard

Step 2. Choose Users along the left-hand menu as shown:



Step 3. In the search box (top right-hand corner of the screen), search for the user who is inquiring about their credentials (note every user will be under their first initial and last name)



Step 4. Hover over the user's name and select the option "Send Password Reset"

The screenshot shows a user management interface. At the top, there's a header with 'Users' and an 'Add New' button. Below that, a search bar shows 'Search results for: MWillavicencio'. There are filters for 'All (181)', 'Administrator (6)', 'Editor (1)', 'Subscriber (174)', and 'Tutor Instructor (1)'. Below the filters are buttons for 'Bulk actions', 'Apply', 'Change role to...', and 'Char'. The main content is a table with columns for 'Username' and 'Name'. The user 'MWillavicencio' is highlighted, and the 'Send password reset' option is selected.

<input type="checkbox"/>	Username	Name
<input type="checkbox"/>	MWillavicencio	Miguel Villavicencio
	Edit Delete View Send password reset 2FA	
<input type="checkbox"/>	Username	Name

- An email will be sent to the user.

Step 5. Send an email back verifying that the user received the email and are able to access Frontier-U.

The screenshot shows an email composition window. At the top, there are buttons for 'Pop Out' and 'Discard'. Below that, there's a 'Send' button. The 'From' field is 'sanderson@frontierscs.onmicrosoft.com'. The 'To' field is 'Miguel Villavicencio'. The 'Cc' and 'Bcc' fields are empty. The 'Subject' is 'RE: Frontier-U'. The email body contains the following text:

Hi Miguel,

I have sent you a password reset. Please let me know if you have any other issues accessing Frontier-U.

Thank you,
Sydney Anderson
Marketing Coordinator