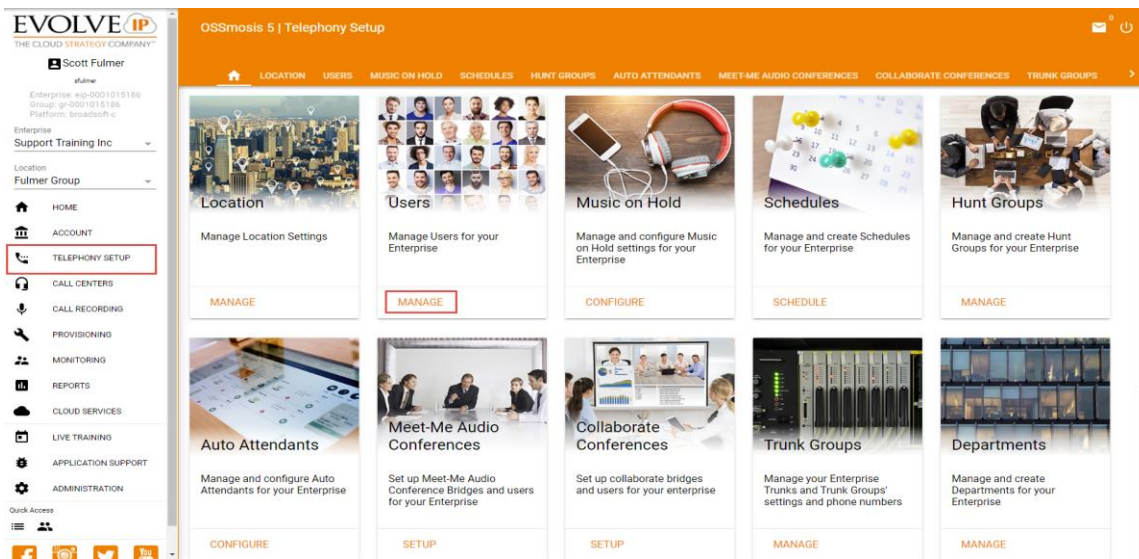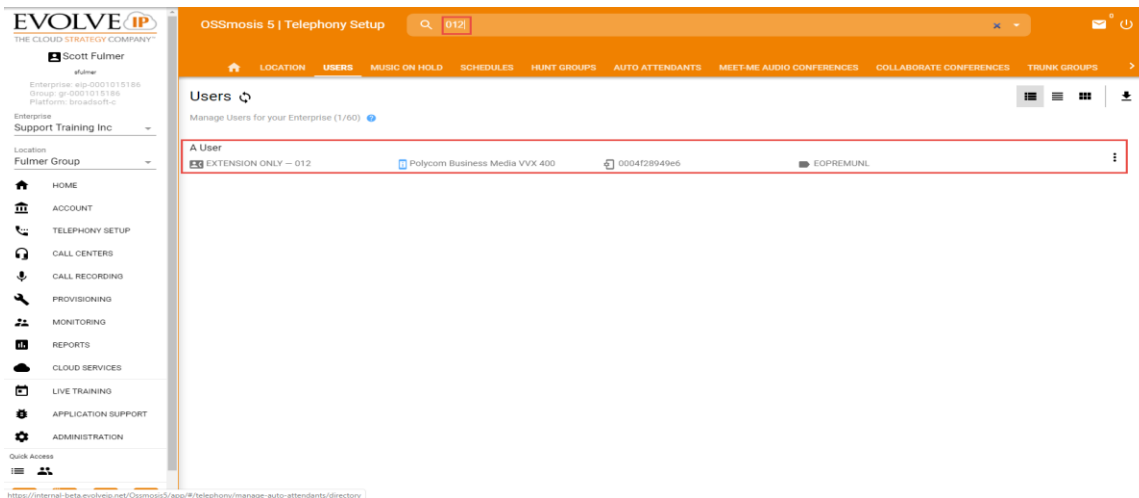# How to Reset a User's Application Password

This password is used in conjunction with the UserID value and is used for accessing various web portals and applications such as:

- Personal Portal
- UC One
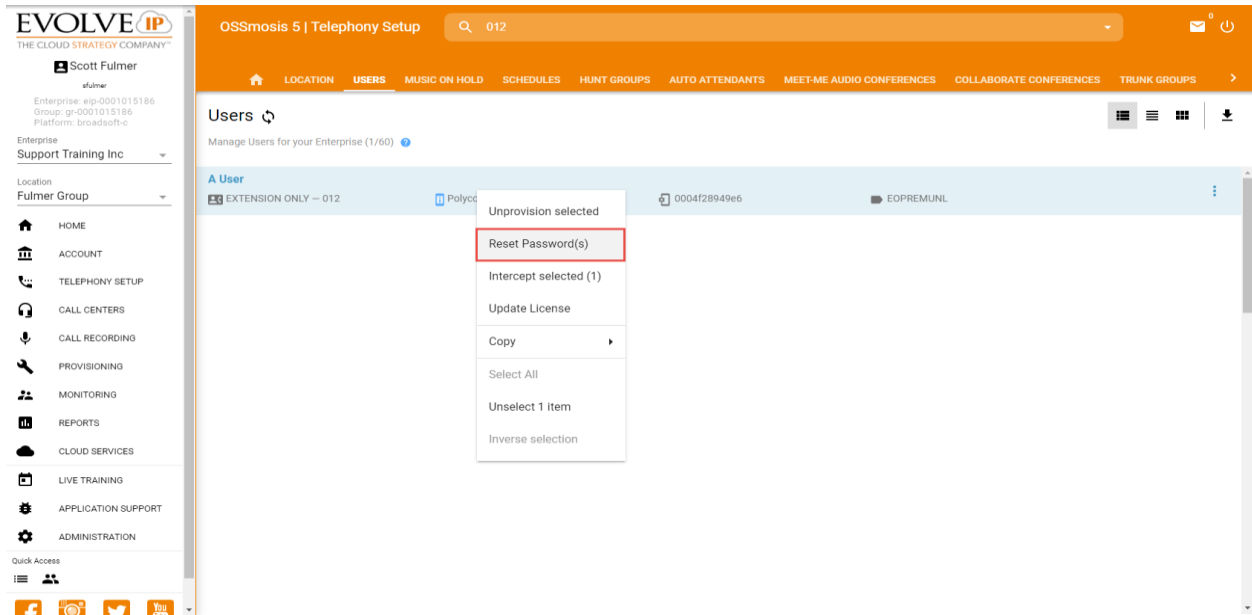- Unity Agent/Desktop
- Web Agent
- Web Supervisor

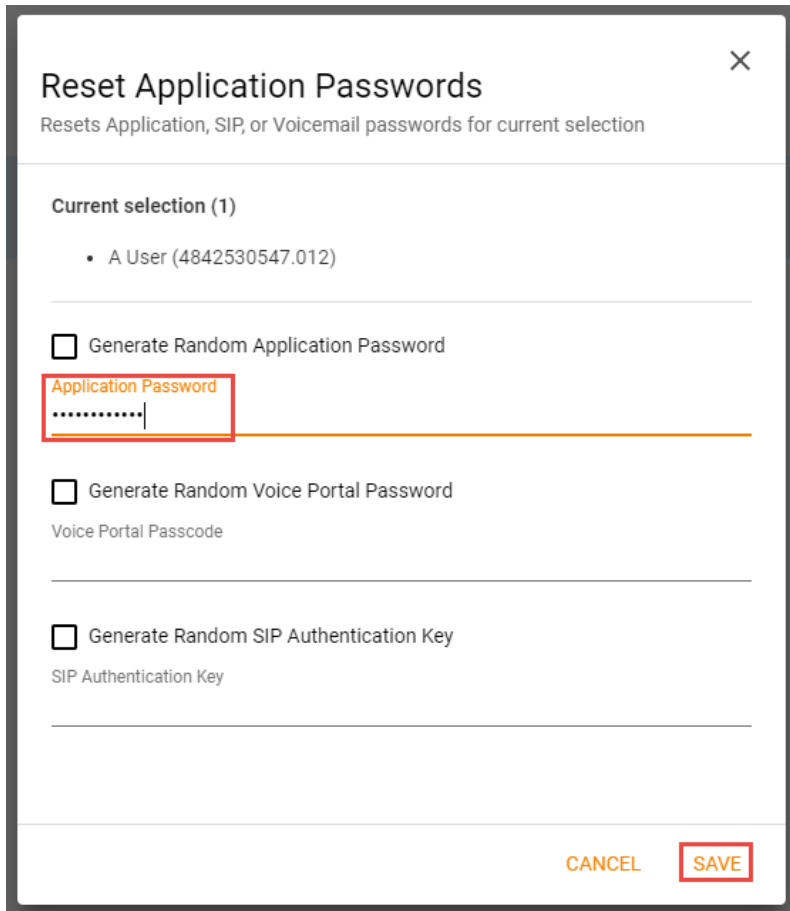Navigate to the Telephony Setup > Users menu in OSSmosis 5

Locate the user by scrolling or searching at the top by name, phone number, or extension

Right-click on the user and select Reset Password(s)

You can type in a new Application password in the text box

If the password entered does not meet the rules and requirements a question mark icon will appear. Hovering over it will show the password rules

- A User (4842530547.012)

Generate Random Application Password

Application Pa...

Password Rules:
- you may not reuse your previous password
- must be at least 8 characters long
- can include the following characters 0-9, A-Z, a-z, / # @ - | _ ~ ! . ^ & * % $ + =
- must not be longer than 40 characters
- may not repeat any character more than 2 times in a row
- may not contain a sequence of characters more than 2 long
- must contain at least 1 capital letters
- must contain at least 1 number
- must contain at least 1 special characters
- must contain at least 1 lower case letters

Generate

Voice Portal Passcode