

How to change a registrant password (instructions for administrators)

While fundraisers can reset their password through the website, either with the "Forgot password" link on the login screen or from the profile section once logged in, administrators can change a fundraiser's password directly from the admin panel by following these steps:

1. Log in to the Admin at admin.rallybound.com
2. Navigate to the campaign to which the relevant user registered
3. Locate the desired contact record, either—
 - a. in the People > Contacts tab
 - b. in the People > Registrants tab, then click "Edit Contact Info" button
 - c. via search, then click "Edit Contact Info" button
4. Click "Reset Password"
5. Enter the user's new password
6. Confirm
7. The password is now reset and the fundraiser will receive a confirmation email to this effect