




# Reset Staff Passwords





Last modified on 06/16/2026 7:35 pm EDT

## Reset a staff member's password

1. Select **Account > Practice Management > General Management > Staff**.
2. Select **View**.

Staff	2-Factor Auth	Action
<b>Camille Nurse</b> <small>Nurse (System)</small> Username: camilles   Email: cnurse@email.xyz Cell Phone: 111-222-3333 Primary Provider: Hannah Provider		 <a href="#">View</a> <a href="#">Deactivate</a>
<b>Marcus Staff</b> <small>Nurse (System)</small> Username: marcusstaff   Email: mstaff@email.xyz Primary Provider: Hannah Provider		<a href="#">View</a> <a href="#">Deactivate</a>
Showing 2 of 2 records		<i>You have reached the end.</i>

3. Select **Edit** to open the **Update Staff** drawer.

Basic		 <a href="#">Edit</a>
<b>First Name</b> Camille	<b>Care Team Role</b> General nurse (occupation)	<b>Email</b> cnurse@email.xyz
<b>Last Name</b> Nurse	<b>Care Team Identifier</b> -	<b>Cell Phone</b> 111-222-3333
<b>Primary Provider</b> Hannah Provider	<b>Username</b> camilles	<b>Home Phone</b> -
Setting	Status	Detail
DrChrono App Unlock PIN		8453
Enable email update		
Restrict offices		
Send daily billing report		

4. Select **Reset Password**.

### Update Staff X

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#### Staff Information

First Name *	Last Name *
<input type="text" value="Jamie"/>	<input type="text" value="Tester"/>
Primary Provider *	
<input style="width: 100%;" type="text" value="Employee13 Tests, Jr."/>	
Username *	Email
<input type="text" value="jamie_demo_staff"/> <a href="#">Reset Password</a>	<input type="text" value="jamie_demo_staff@example.com"/> <a href="#">Change Email</a>
Cell Phone	Home Phone
<input type="text"/>	<input type="text"/>

A password reset link is sent to the staff member's email address, and remains valid for 72 hours.

5. The staff member selects the reset password link in their email.
  6. After they are done resetting their password, the staff member must log in again with their new credentials.
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