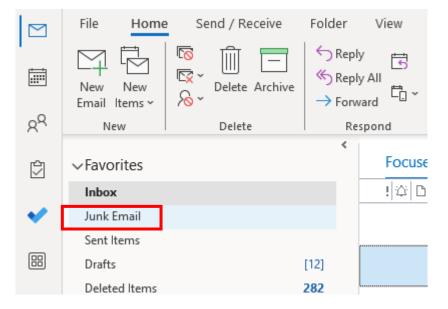# Troubleshooting password resetting.

Here is the link to help any user reset a password in VQManager:
https://skillwise.net/wp-content/uploads/2021/07/Resetting-your-password.pdf

If your user continues to have problems and a password re-set e-mail isn't arriving, here are the actions to perform next, in order:

1. Check the spam and junk folders for the recipient address:

2. Check noreply@vqmanager.co.uk isn't blocked as a sender, and /or is listed as a safe sender. (Exactly how this works will depend on what security software you are using). You might need your IT department to help with this.

3. As Centre Admin, open the account and set a new password, which you can then pass on to the user.