# TouchTone Quick Start Guide: Changing Passwords

As an Administrator, you have the ability to edit passwords for all of the user accounts in your group (if you are an administrator of a department, you will only be able to edit user settings for your department).

## Changing Admin Passwords

To change your Admin password:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. In the Welcome Screen click on **Change Password**.



3. Type in your current password, then the new password twice.
4. Hit **Apply** or **OK** to save changes.

## Resetting Web Portal and Voicemail Passwords

To change the name assigned to a phone, including their calling line ID:

1. At the Group level click **Users**.
2. **Click the Search button** to populate all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
3. Choose the user you wish to edit by **clicking on their name**, **or** click the **edit** button next to their name.
4. Click **Passwords**.
   a. To reset the user's **web portal password**:
      - Select **Set Web Access Password**, type in the new password, and select **Apply** or **OK**.
   b. To reset the user's **voicemail portal password** (standard voicemail access):
      - Select **Set Portal Password**, type in the new password, and select **Apply** or **OK**.