

Reset an AIQ User Password Securely

Reset an AIQ User Password Securely

Last reviewed: September 21, 2026

Use this article when an administrator needs to restore access for an AIQ user without exposing or reusing shared passwords. Prefer the AIQ administration workflow and follow your organization's credential policy.

When to use this guidance

- A user cannot sign in and requires an administrator reset.
- You need to confirm the account exists and is assigned the correct role.
- You need an auditable support workflow for password resets.

Recommended approach

1. Confirm the requester is authorized for the target account.
2. Open AIQ administration and locate the user record under user management.
3. Use the reset or temporary credential workflow available for your AIQ version; do not publish default passwords in documentation or tickets.
4. Require the user to change the password at next sign-in and verify that the account works.
5. Record the support ticket or audit note without including the password value.

Note: Do not paste passwords into tickets, email, chat, or documentation. If a command-line reset is required, run it only from the controller with an authorized administrator account and follow the current installation runbook.

Last updated: September 21, 2026

If you have feedback on this topic, contact documentation@appvance.ai.

Revision #3

Created 2026-07-31 15:38:45 UTC by Admin

Updated 2026-09-21 13:20:52 UTC by mmora