
Resetting Passwords

<https://campus.barracuda.com/doc/93196685/>

In the event you or your client forgets the password to an account, you will need to reset that password. This article will show you how to do that as well as explain how passwords work at the client account and computer account levels.

How Passwords Work

Passwords are Inherited

While each client account has its own password, each computer account also has its own password too. When a client account is created, a computer account is automatically created (computer 0000). Both the client account and computer 0000 have the same password. If you add another computer account (computer 0001), that computer account will inherit the password from the client account just as computer 0000 did. Every computer account you add will inherit that same password unless you change the client account password.

If you change the client account password, computer accounts created after this change will inherit the new password. **Computer accounts created before the change will continue to use the old password they inherited.** This is why, when setting up the software, you may only see some of the computer accounts belonging to a client account; those accounts which are missing are probably still tied to an old password.

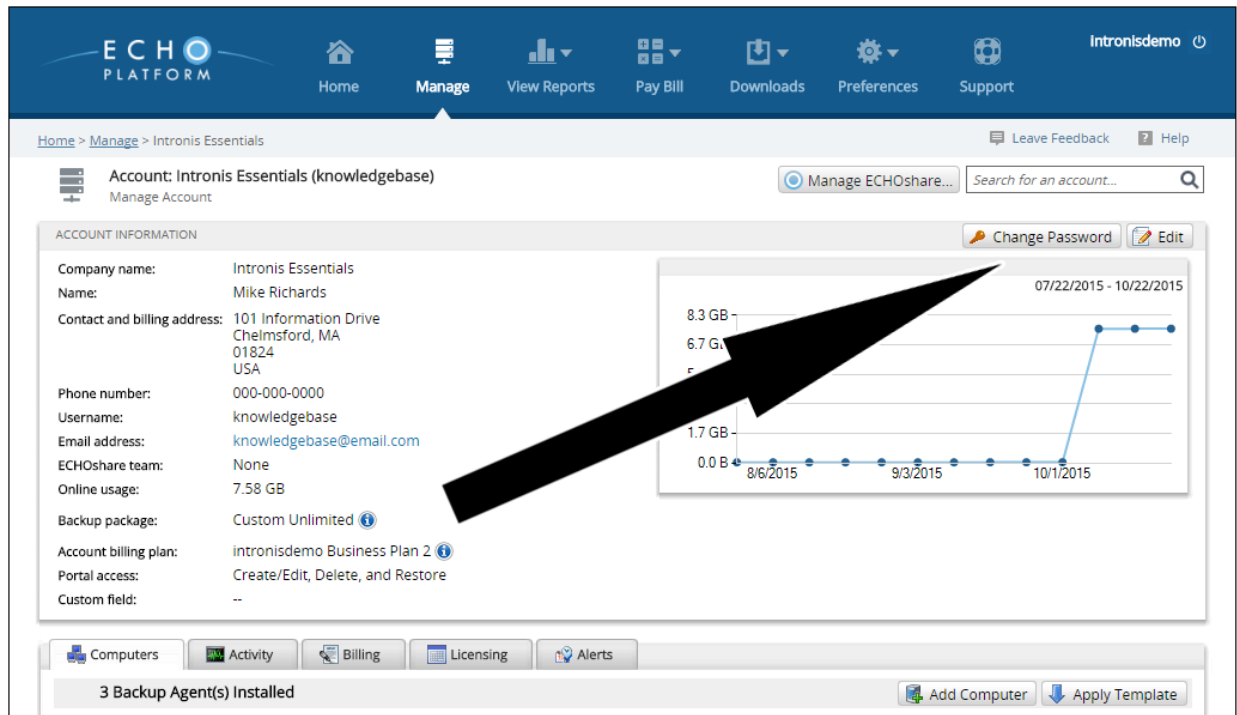
The 0000 Computer Account

The 0000 computer account is special in that it is directly linked to the client account. The password for the client account and for the 0000 computer are always the same. The only way to change the password for the 0000 computer is to change the password for the client account.

Changing the client account password only changes the password for the 0000 computer account. No computer accounts after that are affected.

Changing a Client Account Password

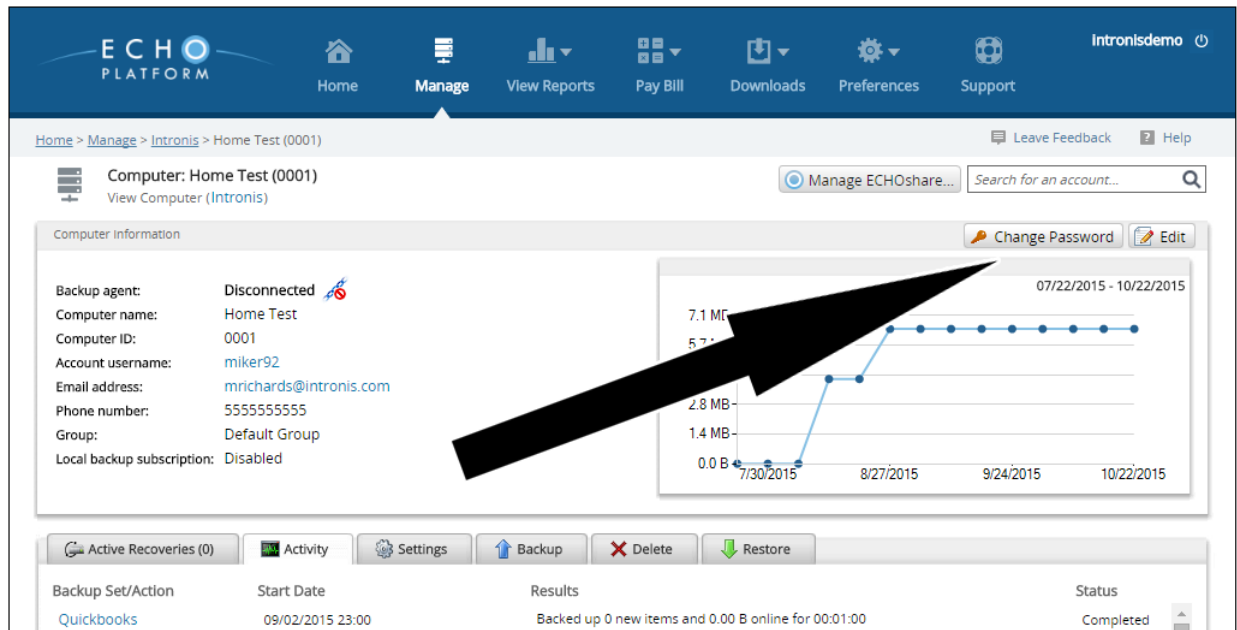
1. Log into the [management portal](#).



2. Go to the client account you want to change via the **Manage** tab or by typing the client account into the search bar.
3. On the client account page, click on the **Change Password** button in the upper-right.
4. In the **Change Password** window enter the new password. Passwords must be 8-16 characters long, cannot contain the entire username, and must have three of the following:
 - Lower case letter (a-z)
 - Upper case letter (A-Z)
 - Number (0-9)
 - Special character: ~ ! @ # \$ % ^ & * _ -
5. Hit **Save** when you are done and the password for the computer account will be reset.

Change a Computer Account Password

1. Log into the [management portal](#).



2. Go to the computer account you want to change (see [this article](#) if you need help finding it).
3. On the computer account page, click on the **Change Password** button in the upper-right.
 If you do not see the Change Password button here, you will have to reset the password for the client account this computer account belongs to in order to unlock it.
4. In the **Change Password** window enter the new password. Passwords must be 8-16 characters long, cannot contain the entire username, and must have three of the following:
 - Lower case letter (a-z)
 - Upper case letter (A-Z)
 - Number (0-9)
 - Special character: ~ ! @ # \$ % ^ & * _ - + ' | \ () { } [] ; : , . ? /
5. Hit **Save** when you are done and the password for the computer account will be reset.

Whenever you change a password for a computer account, remember to update the password in the Backup Agent linked to that computer account. This can be done in the software's **Preferences** section.

Figures

1. clientaccountchangepassword.png
2. subaccountchangepassword.png

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