How to reset a parent’s password (admins)

General Settings · https://a2bmanager.com/docs/admin-reset-parent-password/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/admin-reset-parent-password-walkthrough-v4.mp4

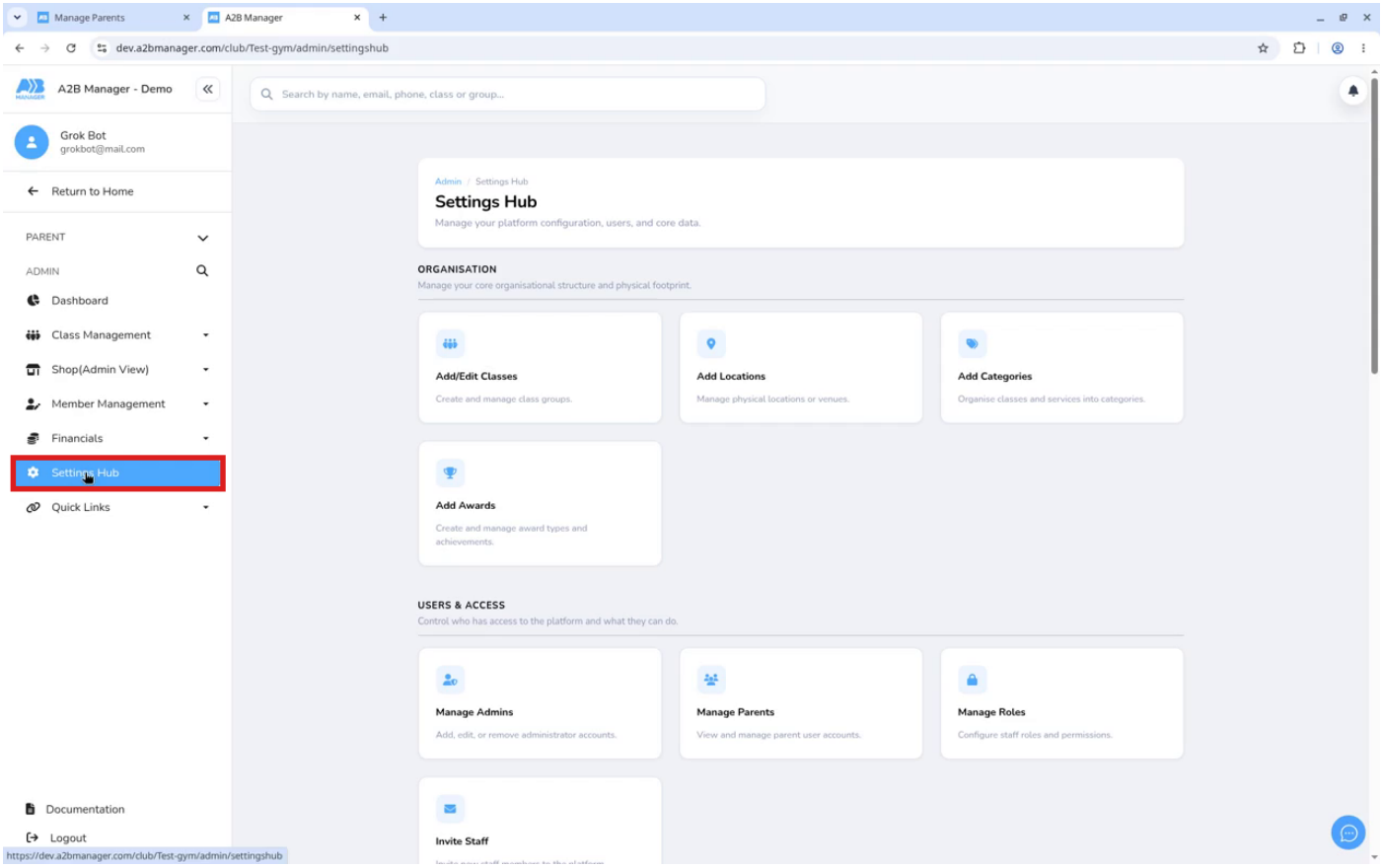
Video walkthrough (45 seconds)

As a club admin, you can set a new password for a parent from **Manage Parents**. The parent doesn't need their old password.

Resetting a parent's password

Step 1: Open Settings Hub (0:00)

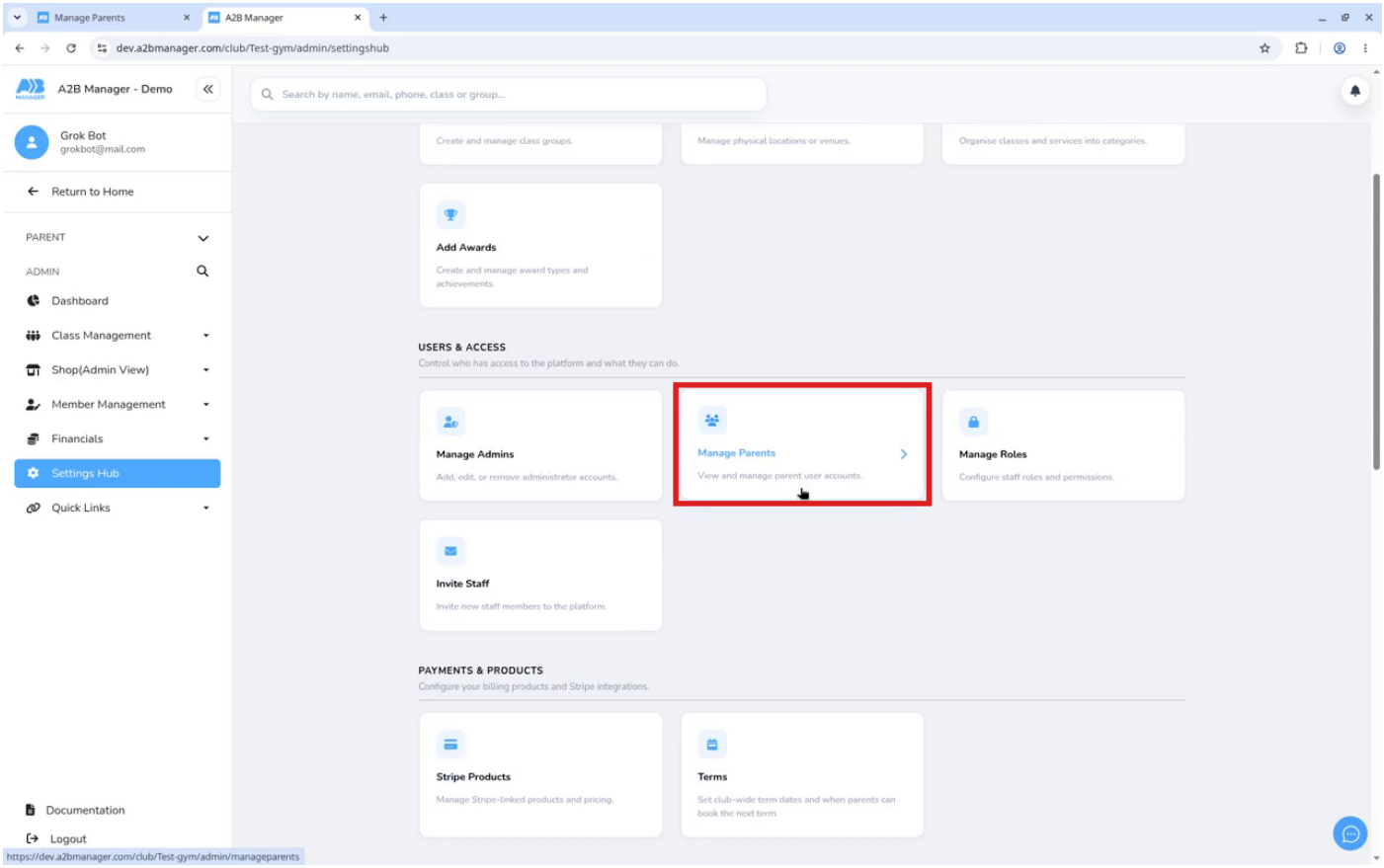
- Log in to your club's admin area.
- In the left sidebar, click **Settings Hub**.



Step 1: Settings Hub in the left sidebar

Step 2: Open Manage Parents (0:08)

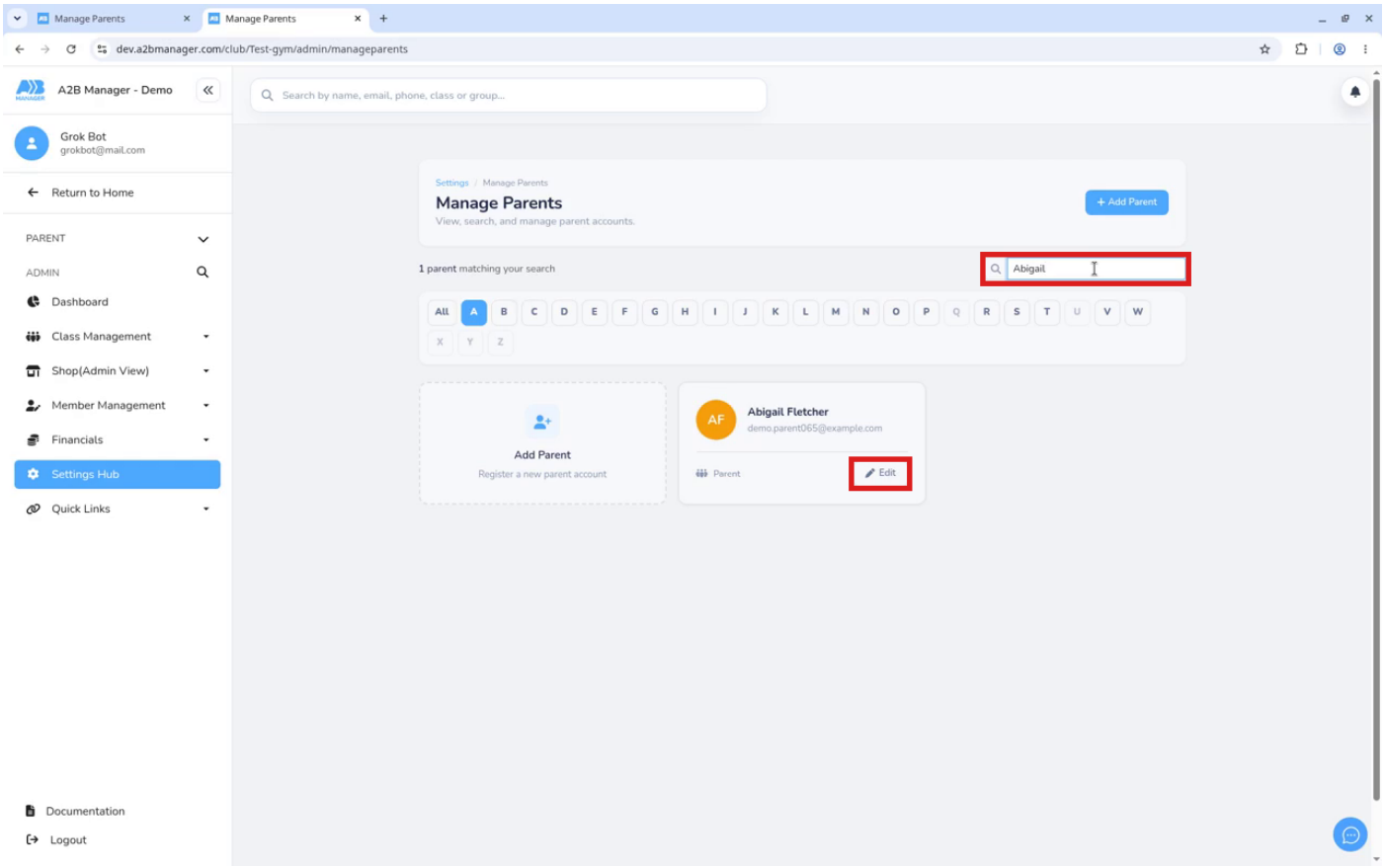
- Scroll down to **Users & Access**.
- Click **Manage Parents**. You'll see a list of your club's parents.



Step 2: The Manage Parents card under Users & Access

Step 3: Find the parent and click Edit (0:14)

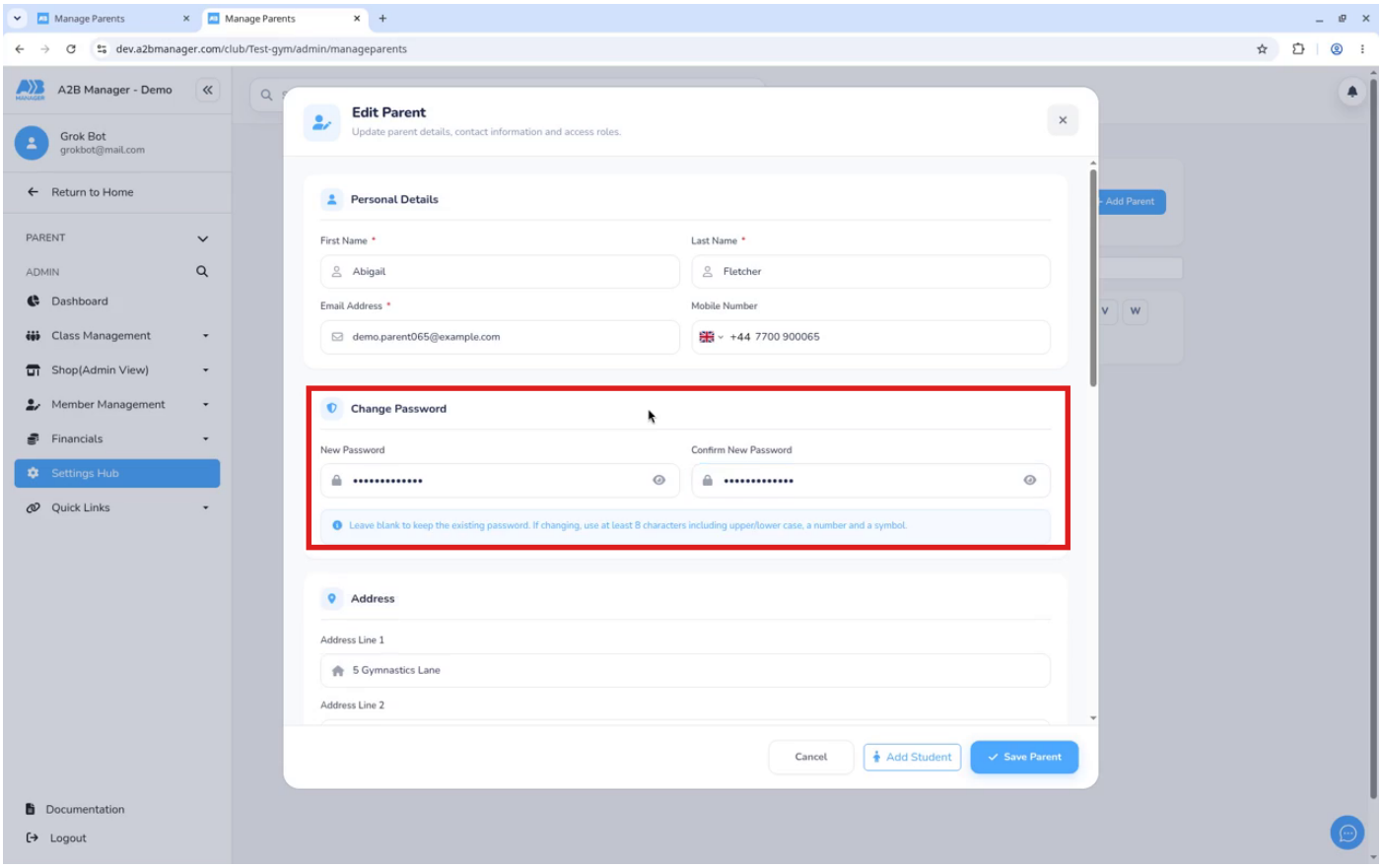
- Search by the parent's name or email address.
- On their card, click **Edit** (the pen icon).



Step 3: Search for the parent, then click Edit on their card

Step 4: Enter the new password (0:22)

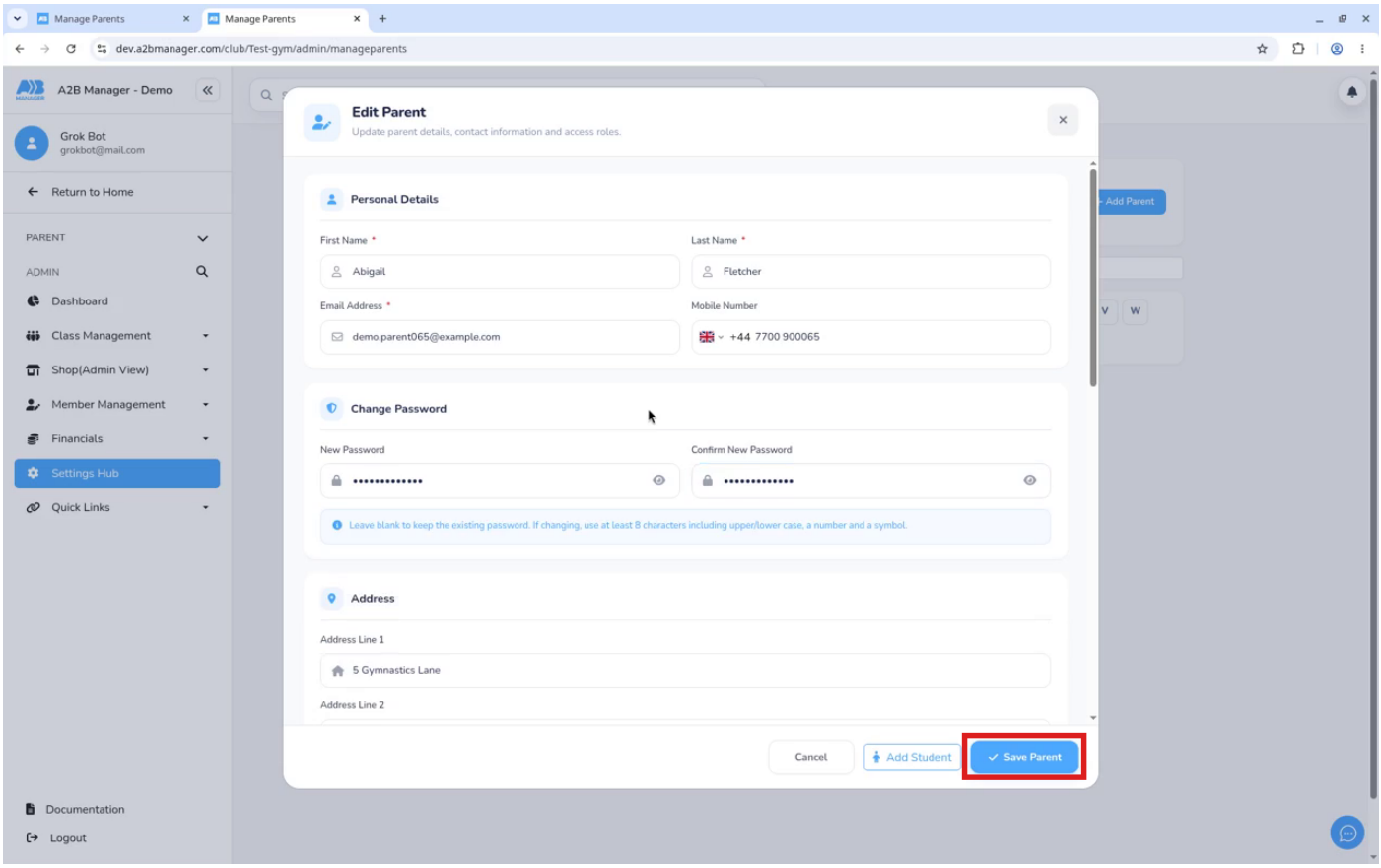
- In the **Edit Parent** pop-up, scroll down to **Change Password**.
- Type the password in **New Password** and again in **Confirm New Password**.
- If you leave both fields blank, the parent's existing password stays the same.



Step 4: The Change Password section of the Edit Parent pop-up

Step 5: Click Save Parent (0:32)

- Click **Save Parent** at the bottom of the pop-up.
- The pop-up closes and the new password works straight away.



Step 5: Click Save Parent to save the new password

Step 6: Let the parent know

- Give the parent their new password securely, for example in person or by phone, not in a group chat.
- Suggest they change it after logging in.

Password rules

- At least 8 characters.
- At least one uppercase and one lowercase letter.
- At least one number and one special character (for example ! or #).
- It can't be a password the parent has used recently.

> **Tip:** Parents can also reset their password themselves using **Forgot your password?** on the login screen. See How to reset your password.

Download the PDF guide (optional)