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# How To: Send an Athlete a Password Reset Email - From the Athlete Edit Page



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## How To: Send an Athlete a Password Reset Email - From Athlete Edit Page

In this section, you will learn how to send an athlete a password reset email from their CoachMePlus athlete edit page. Follow these steps to provide athletes with a convenient way to reset their passwords.

### What is this used for?

Sending a password reset email is essential for athletes who may have forgotten their passwords or need to update them for security reasons. This feature allows athletes to regain access to their CoachMePlus accounts securely.

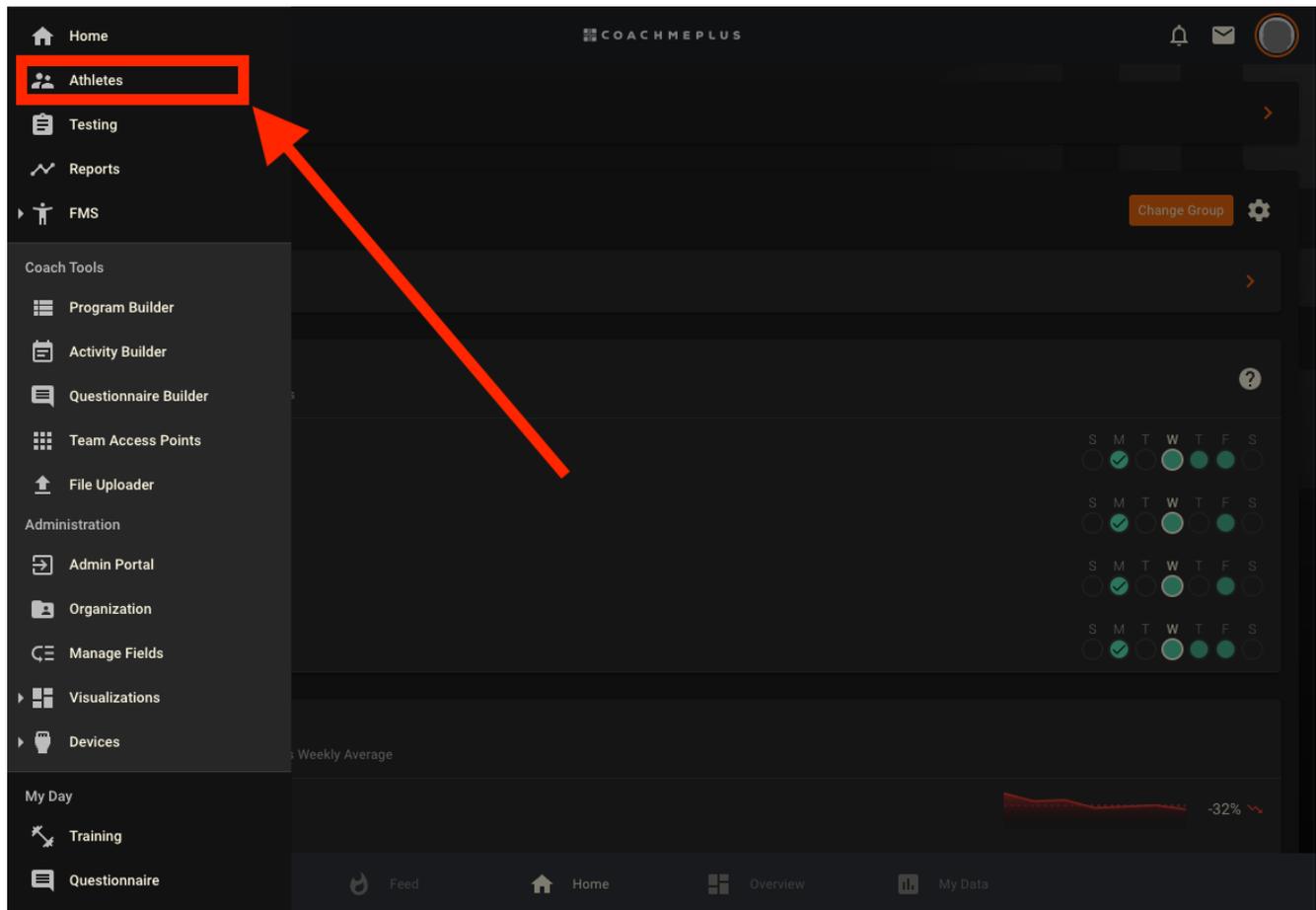
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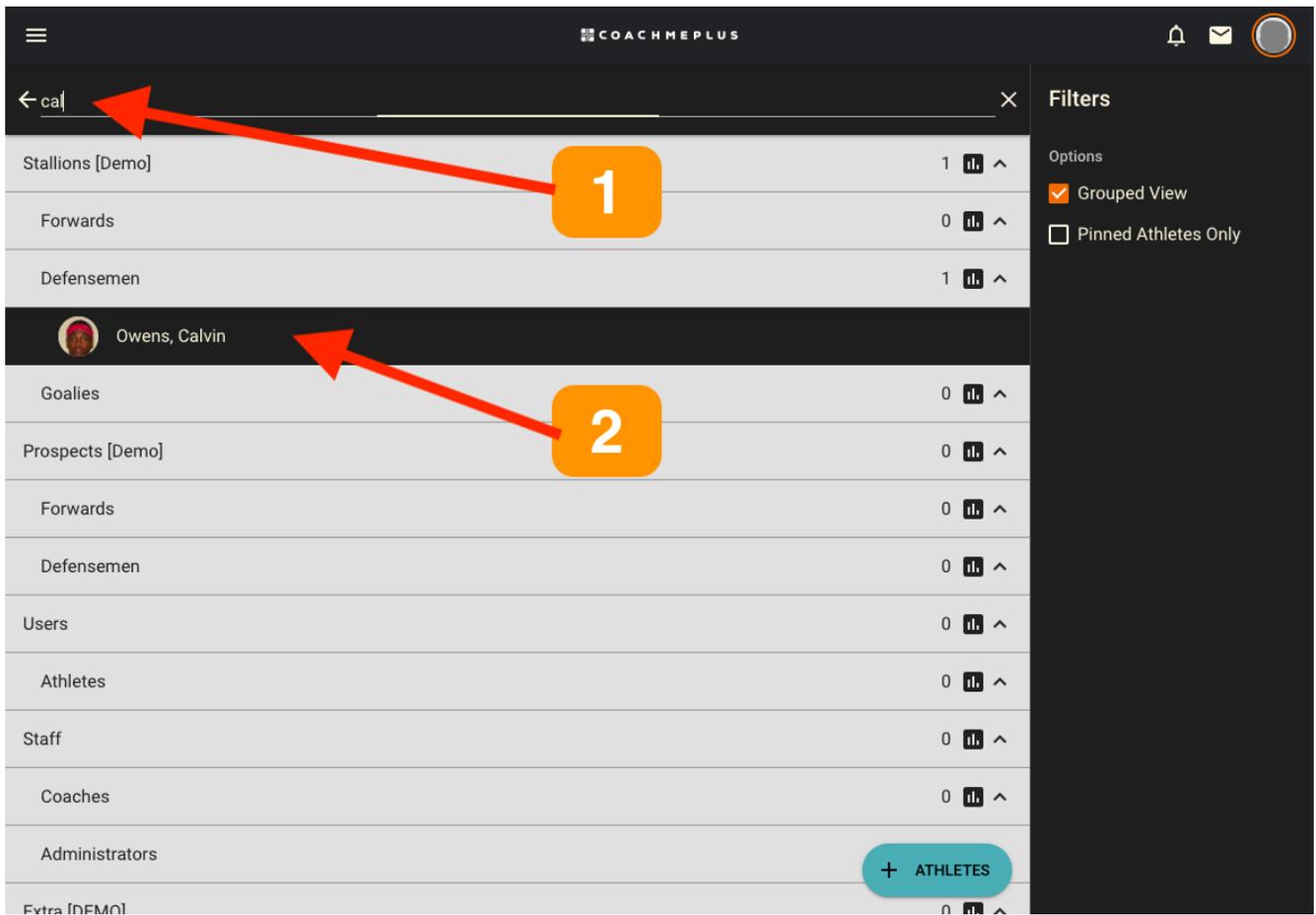
## Step 1: Access the Athletes Option

- Select the "Athletes" option in the main menu.



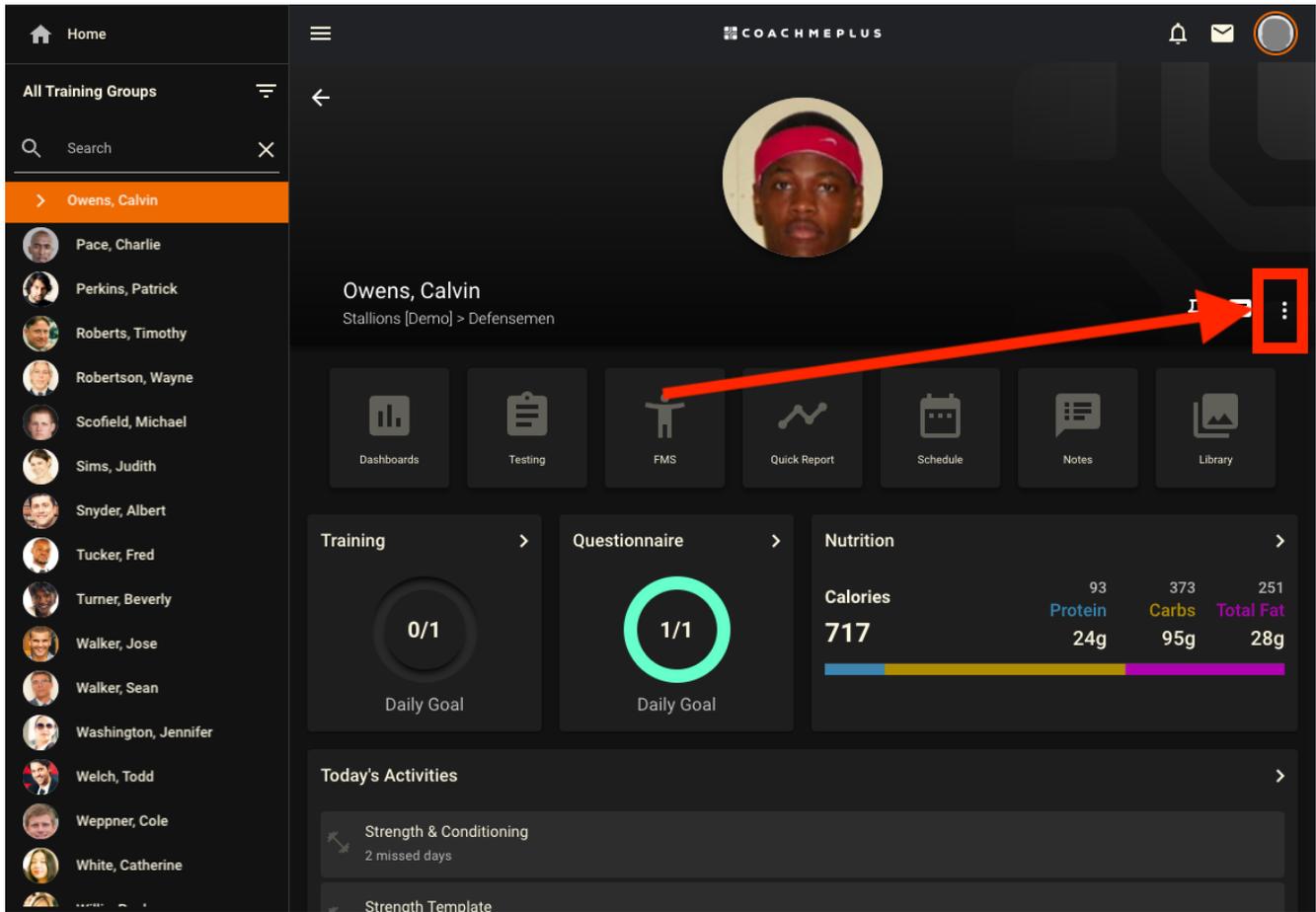
## Step 2: Search for the Athlete

- Type the athlete's name in the Search box.
- Select the athlete's profile that you want to assist.



### Step 3: Expand Edit Options

- On the Athlete Profile Page, locate the 3-dot menu to expand the edit options.



### Step 4: Select Edit

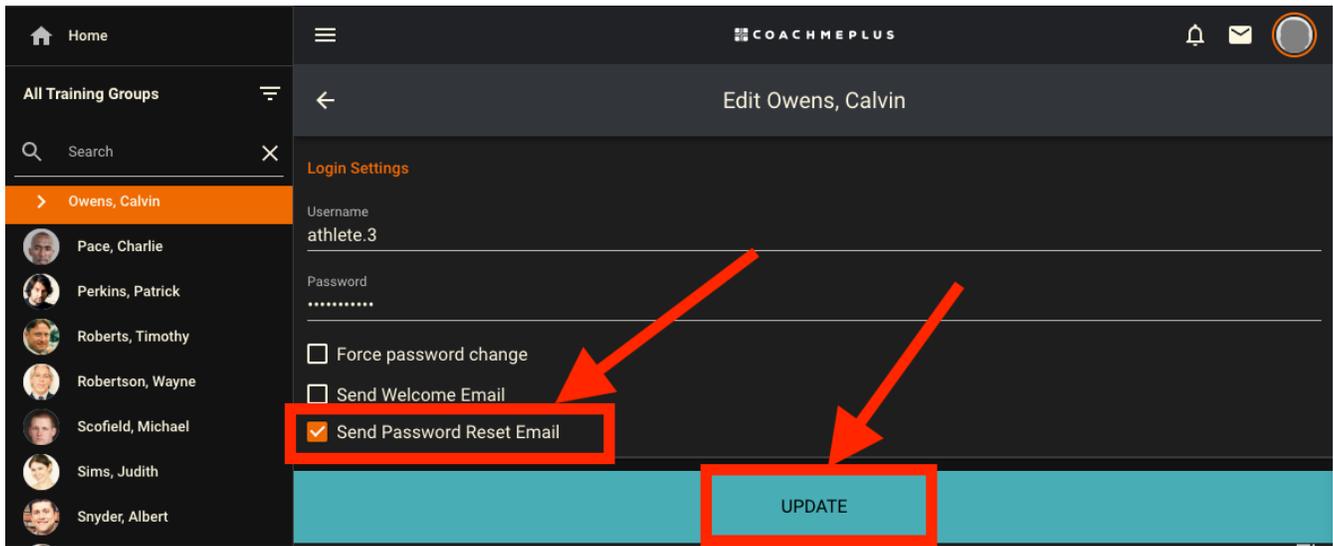
- Click on the "Edit" option.

The screenshot displays the CoachMePlus interface for editing an athlete's profile. On the left, a sidebar lists various athletes, with 'Owens, Calvin' selected. The main area shows the athlete's profile, including their name, team (Stallions [Demo] > Defensemen), and a circular profile picture. Below the profile, there are several dashboard cards for Training, Questionnaire, and Nutrition. The Nutrition card shows a breakdown of daily goals for Calories (717), Protein (24g), Carbs (95g), and Total Fat (28g). At the bottom, there is a section for 'Today's Activities' showing 'Strength & Conditioning' with 2 missed days. In the top right corner, a red box highlights the 'Edit' button, and a red arrow points to it from the 'FMS' card.

## Step 5: Select "Send Password Reset Email"

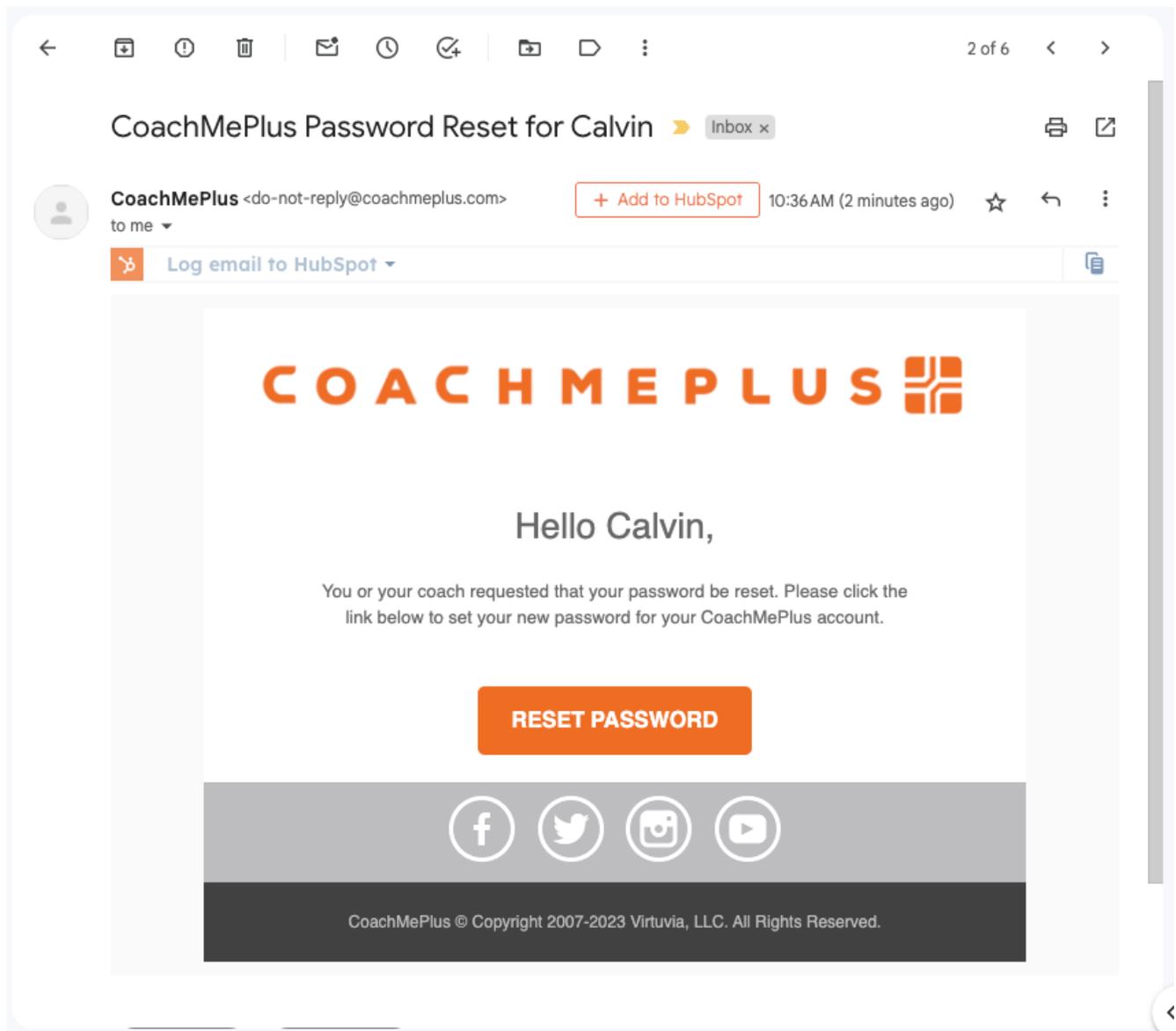
- In the Login Settings section, select the Send Password Reset Email checkbox
- Click Update
- Choose this option to send a password reset email to the athlete. An email will be dispatched to the athlete's registered email address with a link for them to reset their password.
- **Important!: For security purposes, this link will remain active for 72 hours.** After this time, it will be necessary to send a new "Send Password Reset" email for security.
- If you have an ELITE Package, your Customer Success Representative can modify the email expiration time.

*Note: Athletes also have the option to reset their own passwords on the Login screen.*



## Step 6: Athlete Receives Email

- The athlete will receive an email from the CoachMePlus application containing the Reset Password link.



By following these steps, you can empower athletes to regain access to their CoachMePlus accounts securely and conveniently.



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