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



[Kevin Dawidowicz](#)

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

In this section, you will learn how to send an athlete a password reset email from their CoachMePlus athlete profile 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.

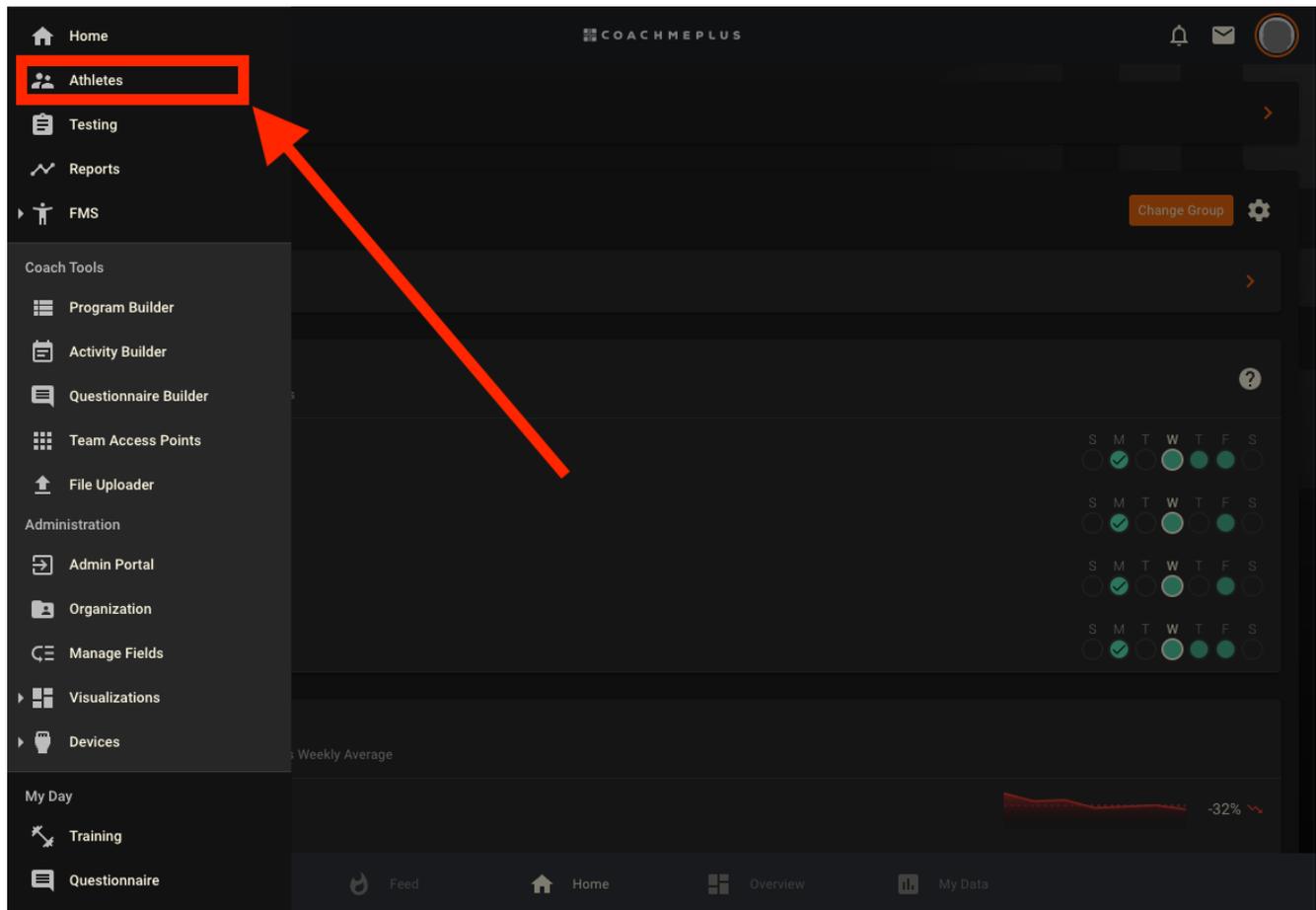
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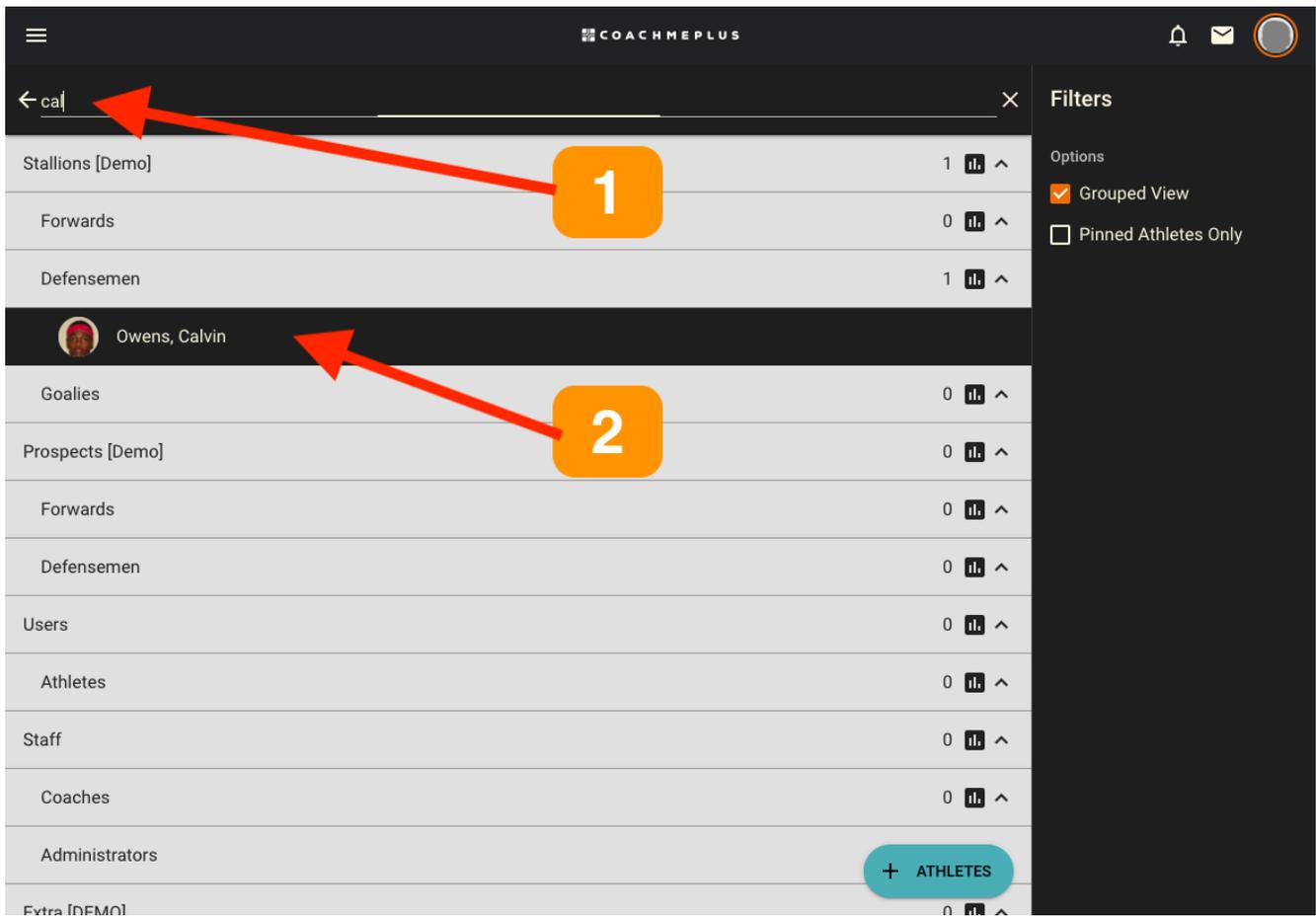
Step 1: Access the Athletes Option

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



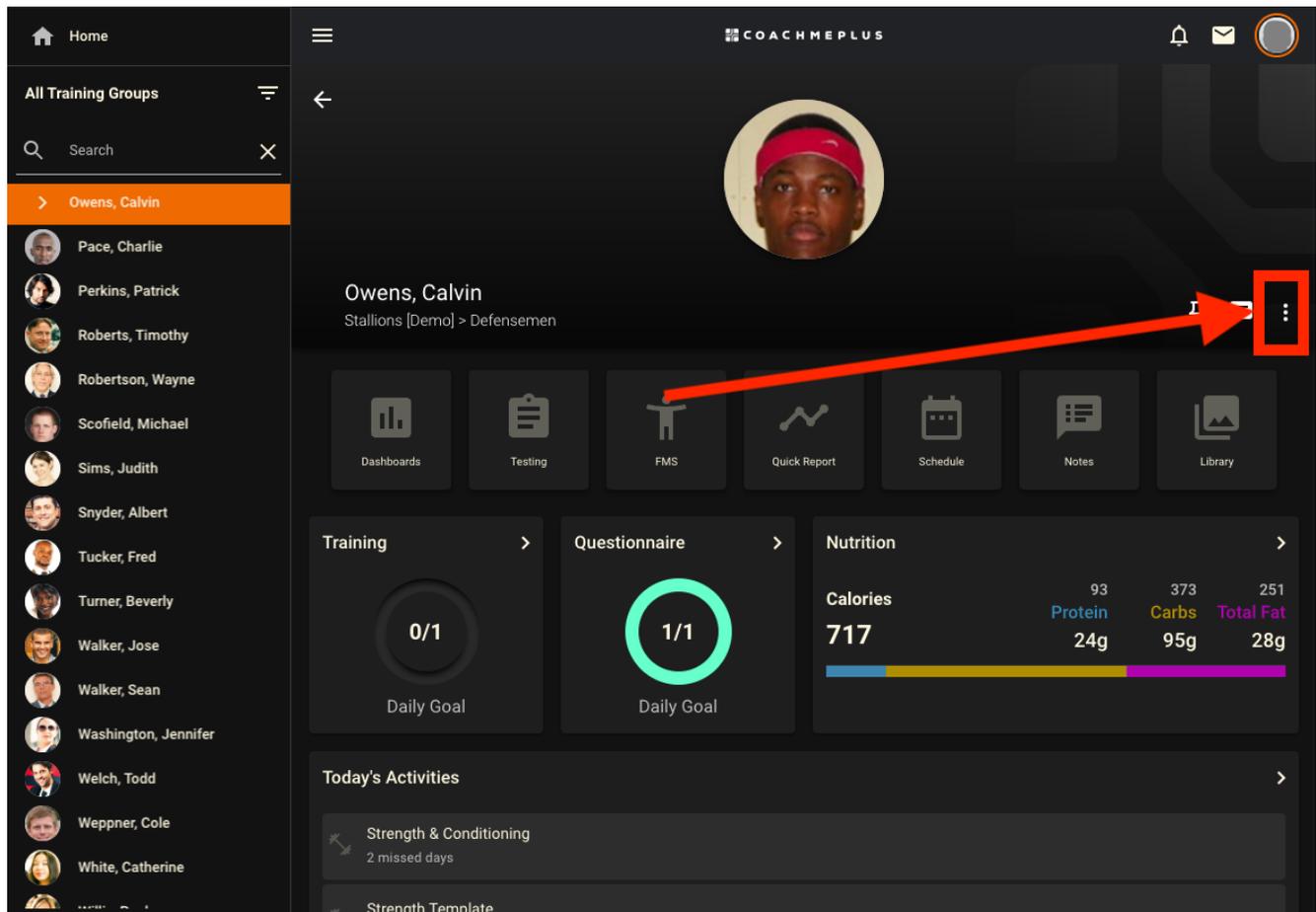
Step 2: Search for the Athlete

- 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.

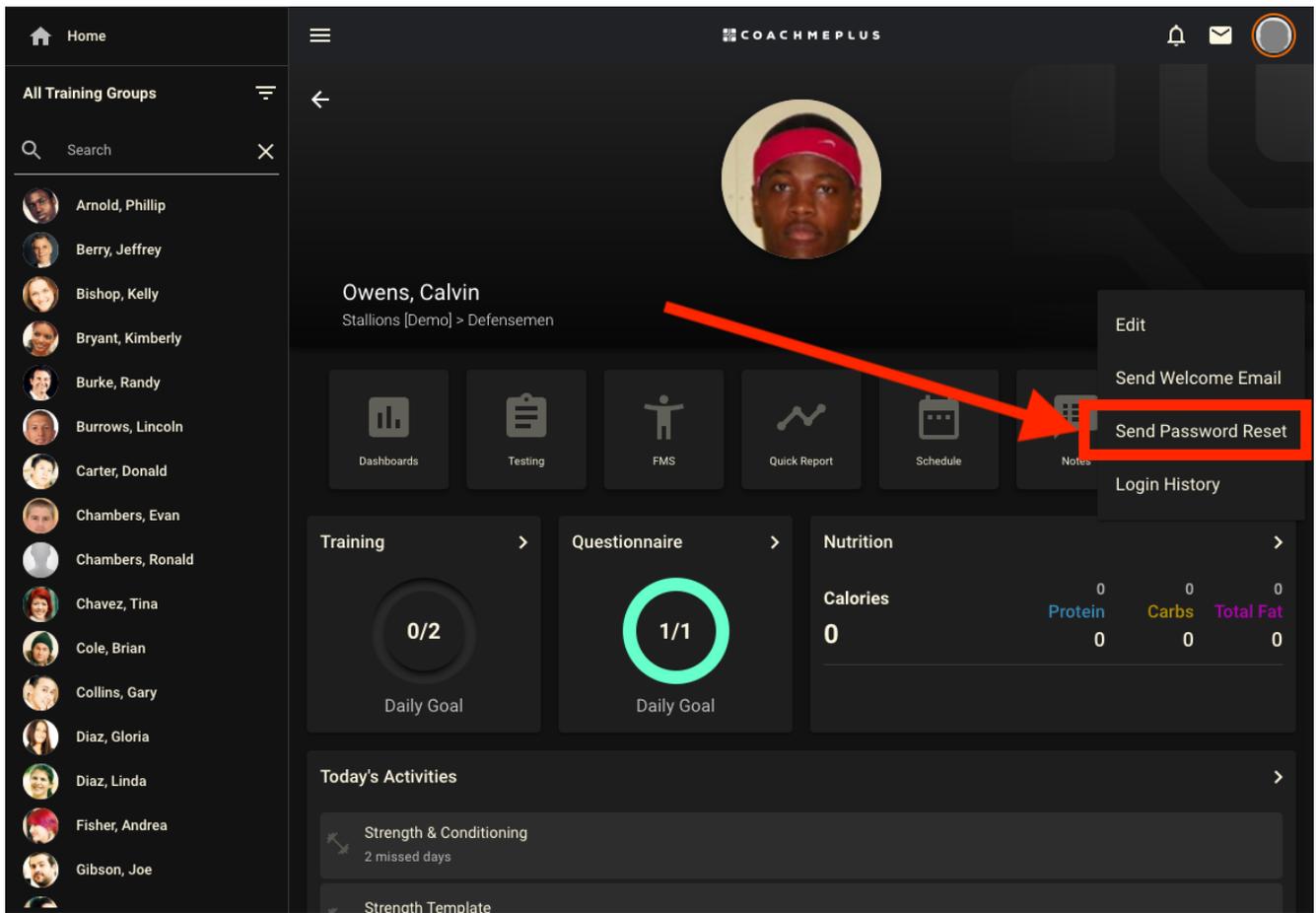


The screenshot shows the CoachMePlus interface for an athlete's profile. On the left is a sidebar with a list of athletes, including "Owens, Calvin" which is highlighted. The main area displays the profile for "Owens, Calvin" with a circular profile picture and a three-dot menu icon in the top right corner. Below the profile are several dashboard cards: "Dashboards", "Testing", "FMS", "Quick Report", "Schedule", "Notes", and "Library". Further down are "Training" (0/1 Daily Goal), "Questionnaire" (1/1 Daily Goal), and "Nutrition" (717 Calories, 24g Protein, 95g Carbs, 28g Total Fat). At the bottom is a "Today's Activities" section showing "Strength & Conditioning" with "2 missed days".

Step 4: Select "Send Password Reset"

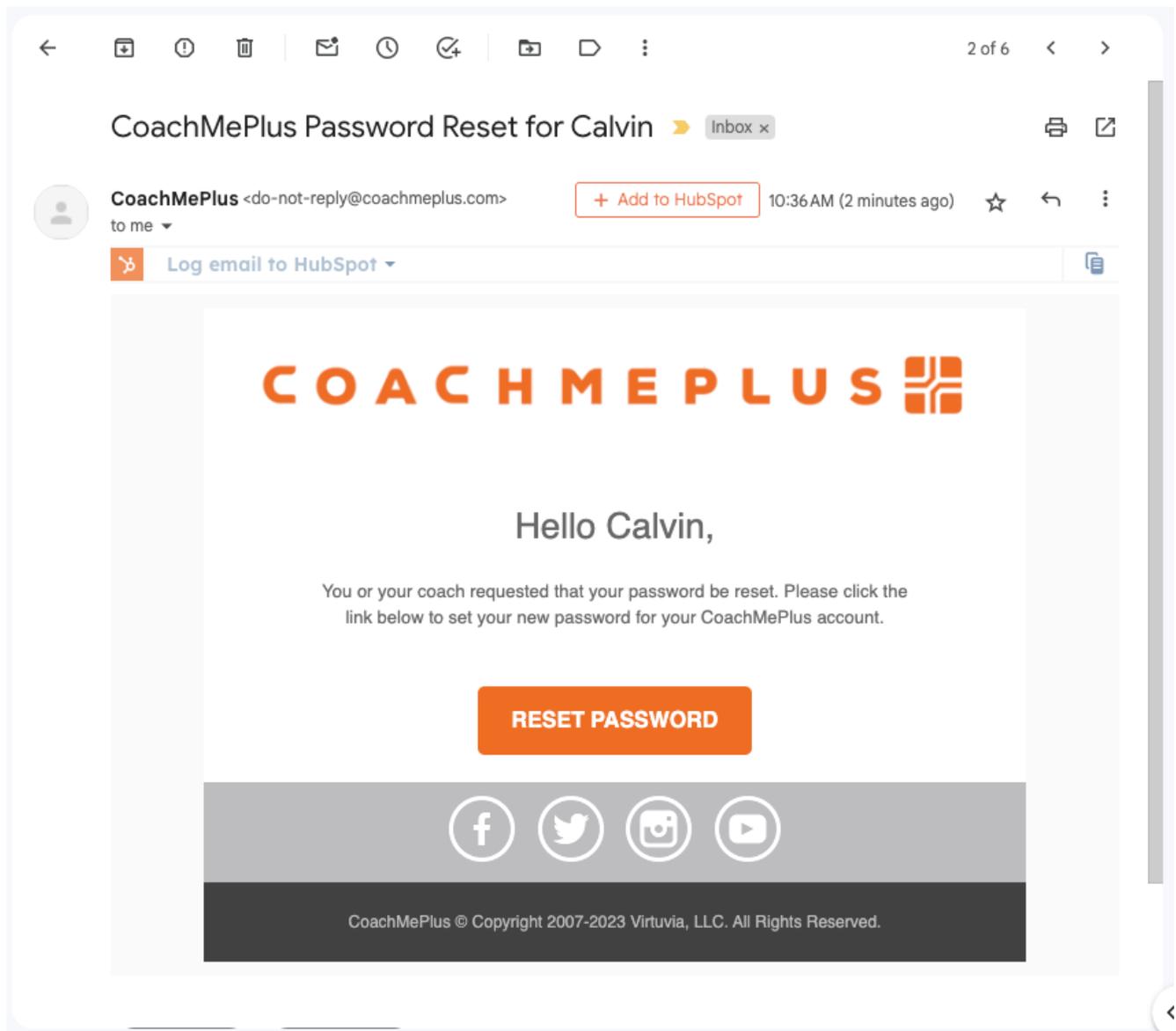
- Choose this option to send a password reset email to the athlete. An email will be dispatched to the athlete's registered email address with a link for them to reset their password.
- **Important!: For security purposes, this link will remain active for 72 hours.** After this time, it will be necessary 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 5: 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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