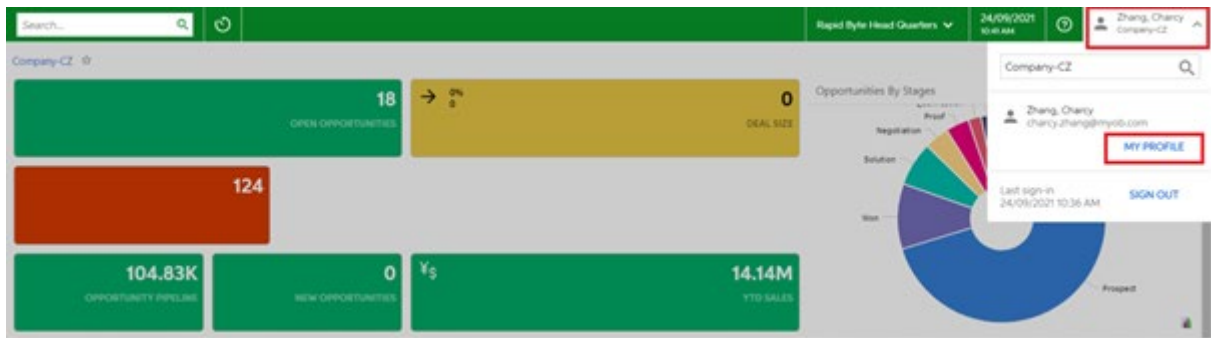# MYOB Advanced – Changing/ Retrieving your Password

Overview

You can change a password in MYOB Advanced 3 ways.
- In the user profile screen
- Clicking the Forgot your credential? Link
- Asking a full user to reset the password

User Profile Screen

1. Click your username at the right top corner and select **MY PROFILE**

2. In the **User Profile** screen, select **CHANGE PASSWORD**

Forgot your credentials link

1. On the login page, click **Forgot your credentials?** Link
2. In the Credentials recovery window, enter your username and click **Submit.**
3. Check your email and follow the instruction on it.

Asking a Full user to reset your password

Any user with a Full User Licence has permission to reset passwords for other users.
1. Log in to MYOB Advanced as a Full user.
2. Go to the **User Form (AM201020)** and select the user you want to reset the password for.
3. Select RESET PASSWORD and complete the New Password and Confirm Password fields and click OK.
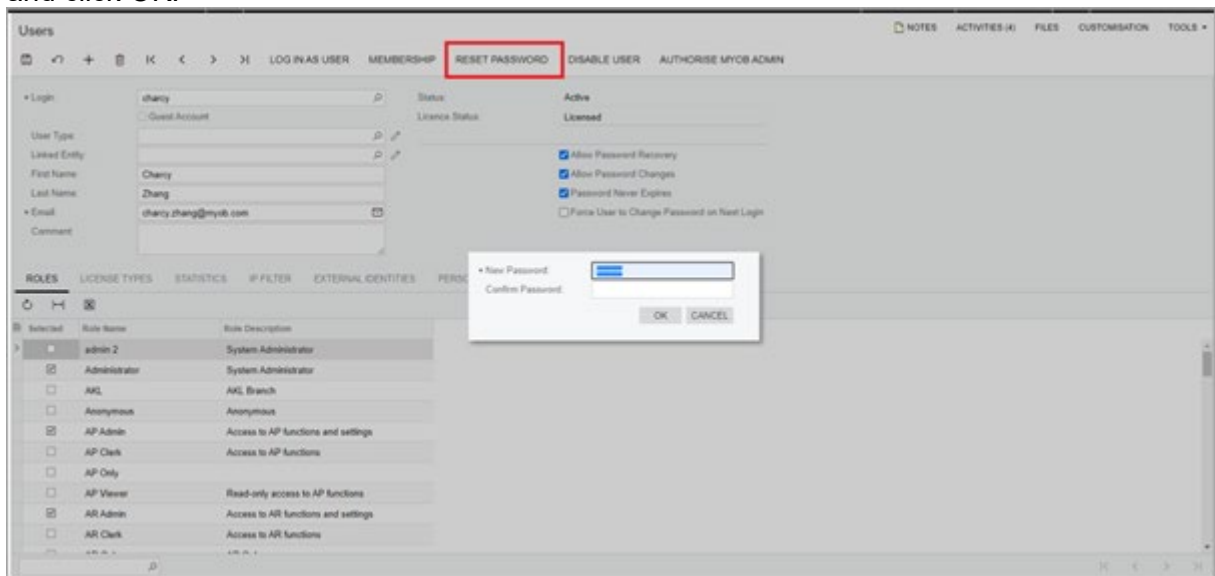
We suggest tick the **Force User to Change Password on Next Login** option for security reasons. This will enable that user to set their own password when they log in next time.

The information contained in this document is intended to be a guide for using your software. It is not accounting, bookkeeping or payroll advice. You should seek advice or clarification from your professional advisor in respect of these matters.