

Resetting OnDemand Passwords

If a user forgets their password, they can reset it themselves or request that a Site Administrator reset it for them.



Self-service

OnDemand users have always wanted the ability to change their password without involving a Site Administrator. We heard you and now you can change your password online.

1. Go to <https://ondemandreset.acstechnologies.com/>
2. Enter your email address, site number, and username.
3. Login instructions will be emailed to you. If you don't see the email in your inbox, check your spam folder.
4. Follow the instructions on the email.
5. After you change your password, log in to OnDemand using the new password.



Useful Information

The OnDemand Password Reset link can be found in the client portal's Support Center:

- [ACS Client Portal](#)
- [PDS Client Portal](#)
- [HeadMaster Client Portal](#)

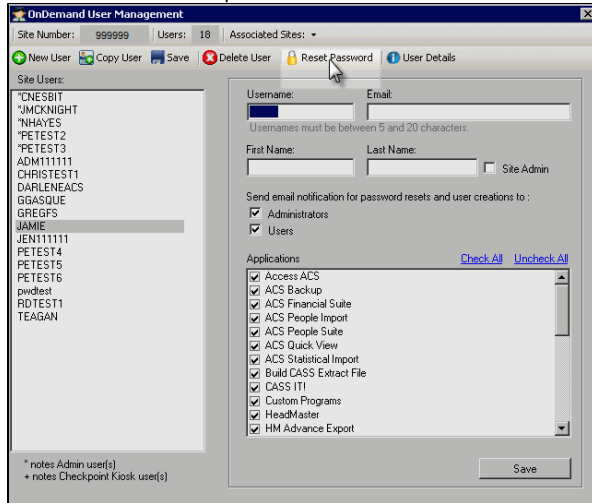
Help from a Site Administrator

After getting a Site Administrator to reset your password, the user is given a default password, but the user must change it upon logging in.


The utility remembers the previous eight passwords, which cannot be used again. More than one user can have the same password, which can be helpful when setting passwords for [Checkpoint Kiosk only users](#).

To learn more about setting up passwords, see [Resetting OnDemand Passwords](#).

1. On the OnDemand desktop, double-click the User Maintenance icon.
2. In the **Site Users** list, select the user whose password needs to be reset.
3. Click **Reset Password**. Under **Send email notification for password resets and user creation to**, if **Users** is selected, an e-mail with the new password will be sent to the provided e-mail address. If **Administrators** is selected, the site administrators will be sent an e-mail notification with the new password as well.



4. To confirm, click **Yes**.
5. When the confirmation message displays, click **OK**.

 The default password is "Acs" + *your site #* + "!".