Multitenancy management

Changing a user's password

As a Tenant User Manager it is possible to change the password of users within your tenant.

1. Access the **Manage login** page for the users by doing either for the following:

    - **From the list of users:** When viewing the list of users you can click the padlock icon (🔒) alongside a user's name to change their password.
    - **From the user's profile:** Click the **Manage user login** link in the **Administration** section of the user's profile.
2. When on the **Manage login** page in the **Action** section at the bottom of the page select **Change password**.
3. Enter a new password and click **Update**.

If the user is locked out of the site then you will also see the option in the **Action** section to **Generate password and notify user**.

Manage login of Robinas Doe

There are required fields in this form marked *

▼ User account

Username	virga50979174
Email address	robinas.doe@example.com
Authentication	Manual accounts
Suspended	No
Last login	Never
Last access	Never
Last IP address	Not available

▼ Action

Choose*
- ○ Suspend user account
- ○ Generate password and notify user
- ○ Change password

[Update] [Cancel]

Suspending a user account

As a Tenant User Manager you can suspend users within your tenant.

1. Access the **Manage login** page for the users by doing either for the following:

    - **From the list of users:** When viewing the list of users you can click the padlock icon (🔒) alongside a user's name to suspend them.
    - **From the user's profile:** Click the **Manage user login** link in the **Administration** section of the user's profile.
2. When on the **Manage login** page in the **Action** section at the bottom of the page select **Suspend user account**.
3. Enter a new password and click **Update**.

You will now be taken back to the list of users. Now if you want to see the users who have been suspended you can filter the **User status** to show **Suspended** users only.

Activating a suspended account

If a user account has been suspended and you wish to activate them again you will need to follow these steps:

1. Go to *Site administration > User* to view the list of users.
2. Filter the **User status** by either **any value** or **Suspended**.

3. Alongside the suspended user's name you can click the padlock icon (🔒).
4. When on the **Manage login** page in the **Action** section at the bottom of the page select **Activate user account**.
5. Enter a new password and click **Update**.

Totara Academy

The Totara Academy has a whole course dedicated to using Multitenancy in Totara. Here you can learn more on how to set up and use tenants, see best practice, and give it a go yourself.