

[All Collections](#) > [Job Seeker Platform Help](#) > [My candidate doesn't have access to their password](#)

## My candidate doesn't have access to their password



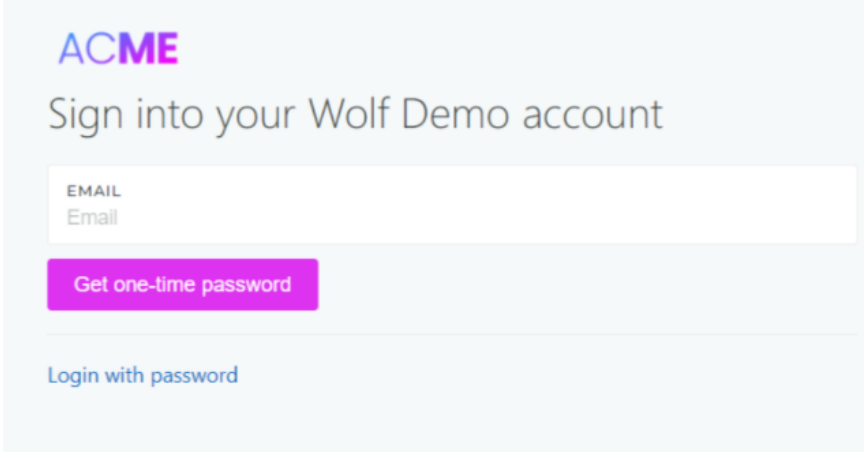
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Updated this week

Your platform's sign in page has a function for a one-time password. If a user is in a pinch and having issues finding their password, they simply enter in their email address and click the one-time login link at the bottom of the sign in area.

They will then be sent an email with the one-time password that they can enter in the password field to login to their account.

If for some reason they can not find the email, the admin can go to **Reports> Registered Users> Click on One-Time Password**, and find the password there. From there, you can choose how to communicate the password to the candidate, if need be. The password will only work for **one hour**. See the below screenshots to see what it looks like.

Enter your email address and click "get one-time password".



The image shows a login form for ACME. At the top left is the ACME logo. Below it is the heading "Sign into your Wolf Demo account". There is a text input field labeled "EMAIL" with a placeholder "Email". Below the input field is a purple button labeled "Get one-time password". At the bottom of the form is a link that says "Login with password".

For Admins: If your user still can't find it in their email, you can look up the password by going to Reports> Registered users> One-time password.



The image shows a table titled "REGISTERED USERS REPORT | ONE-TIME PASSWORD". The table has four columns: "EMAIL", "CREATED AT", "ONE-TIME PASSWORD", and "LOGIN LINK". The first row contains the following data: "omwolf.com", "less than 1 minute ago", "iHRGcplQIC", and "https://wolfdemo.ondemandstaffing.app/users/sign\_in?one\_time\_password=iHRGcplQIC&attempt\_email=dauid.stickley+42@fromwolf.com". The "ONE-TIME PASSWORD" cell is highlighted with a red border.

EMAIL	CREATED AT	ONE-TIME PASSWORD	LOGIN LINK
omwolf.com	less than 1 minute ago	iHRGcplQIC	https://wolfdemo.ondemandstaffing.app/users/sign_in?one_time_password=iHRGcplQIC&attempt_email=dauid.stickley+42@fromwolf.com

The one-time login can be used as a short term bypass for forgetting your password, or if a user is logging in on a device that they do not have their password saved on—but do not want to reset their password overall. It is for logging in when you are in a pinch—but if the candidate has truly forgot their password, we recommend them so they do not have to go through the process of waiting for a one-time login every time.

Did this answer your question?

