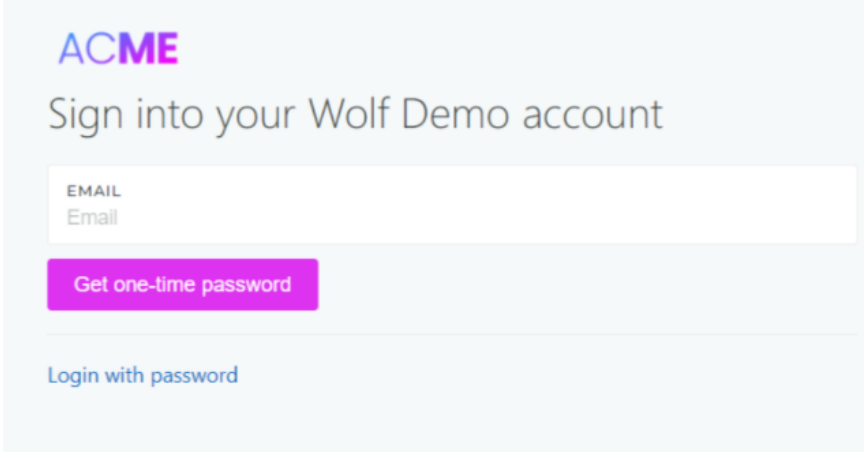# My candidate doesn't have access to their password

Written by **David Stickley**
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".

ACME

Sign into your Wolf Demo account

EMAIL
Email

Get one-time password

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.

REGISTERED USERS REPORT | ONE-TIME PASSWORD

EMAIL	CREATED AT	ONE-TIME PASSWORD	LOGIN LINK
romwolf.com	less than 1 minute ago	IHRGCg6QlC	https://wolfdemo.ondemandstaffing.app/users/sign_in/?onetime_password=IHRGCg6QlC&attempt_email=david.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?

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