

# How to reset Ezeelogin admin user password on new customer portal ?

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## **Reset Ezeelogin Admin Password via Billing Portal.**




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**Overview:** This article describes the process of resetting the Ezeelogin Super Admin( ex: ezadm123) password via the billing portal, including generating and executing a new password on the server and accessing the GUI.

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**Step 1:** Log in to the Ezeelogin [billing portal](#).

**Step 2:** Click on the **License tab**.

- Dashboard
- Licenses
- Orders
- Invoices
- Payment options
- My account
- Agents
- Credits
- Knowledgebase 
- Helpdesk 
- Website 




## Dashboard

### Latest version

The latest Ezeelogin version is:


**Step 3:** Click on the **Recover Password** option corresponding to your



Dashboard

- Licenses**
- Orders
- Invoices
- Payment options
- My account
- Agents
- Credits
- Knowledgebase 
- Helpdesk 
- Website 

### Licenses

Refresh Add




IP Address   Advanced search Options

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Actions
1	13.233.41.57		4	2019-02-03	active	5c3311b4a8d13e3b3c8251cc	 

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**Step 4:** Click the **GENERATE** button.

- Dashboard
- Licenses**
- Orders
- Invoices
- Payment options
- My account
- Agents
- Credits
- Knowledgebase 
- Helpdesk 
- Website 

## Recovery




Click the **Generate** button to generate a command which can be executed on the gateway server to reset the password of the super admin user (the user created during Ezeelogin install).

[Return to license listing](#)

**Generate**



**Step 5: Copy & execute** the command on your **Ezeelogin gateway server**. You can also copy the new password.

- Dashboard
- Licenses**
- Orders
- Invoices
- Payment options
- My account
- Agents
- Credits
- Knowledgebase 
- Helpdesk 
- Website 

## Recovery

Command: `php /usr/local/ezeelogin/ez_queryrunner.php "UPDATE prefix_users SET status=1, priv=0, password='33c4d1d3dde4d39c8c8f589d571e75373a880510' WHERE id=1"`

Your new password will be: `=F0H%2ZX02T+7..Ee7f*=yZO]Vn~Qt`

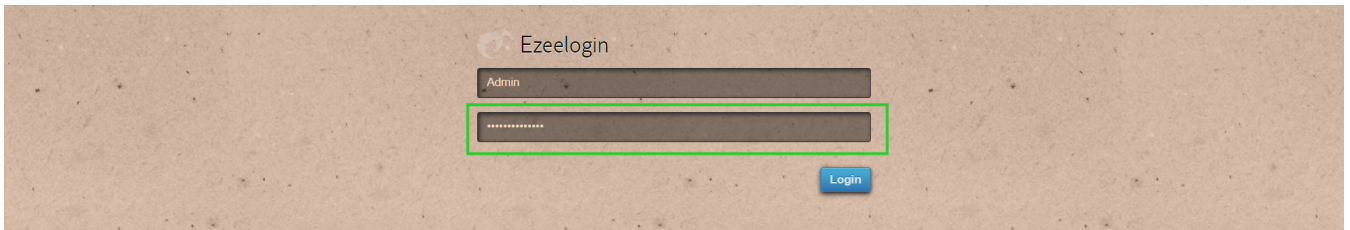
Copy the command to clipboard

Copy the password to clipboard

Note: After resetting the password, login to the Ezeelogin web panel and reset the password immediately to that of your choice. You may want to reset the security code as well to gain access to the backend if that is also lost and two-factor authentication has not been setup.

Return to license listing

**Step 6:** After executing the command login to **Ezeelogin software GUI** with the Admin user and the **New Password** that you copied.



**Step 7:** You can **reset** the Admin password after login to the Ezeelogin software GUI.

Ezeelogin Welcome, Administrator Logout

- Servers
- Web Portals
- Users
- Access Control
- Settings
- Cluster
- Command Guard
- Account**
  - Preferences
  - Theme
  - Key Bindings
  - Profile
  - Password**
  - SSH Log
  - RDP Recording
  - SCP Log
- Help
- License

← Collapse

### Change password, security code, two factor secret

**New Password**  
  
**Generate**

**New Security Code**  
  
**Generate**

**SSH Private Key**

**Confirm Password**

**Confirm Security Code**

**SSH Key Passphrase**

**Authorization Password**

**Cancel** **Save**

You may want to reset the security code as well to gain access to the backend if that is also lost and two-factor authentication has not been set up.

### **Related Articles:**

[Reset password/security code from Ezeelogin Software GUI](#)

[How to reset the Ezeelogin admin user password from the old customer portal?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/how-to-reset-ezeelogin-admin-user-password-on-new-customer-portal-247.html>