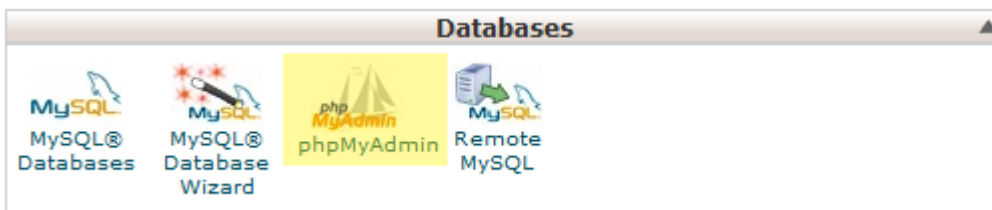


# RESETTING YOUR Joomla PASSWORD

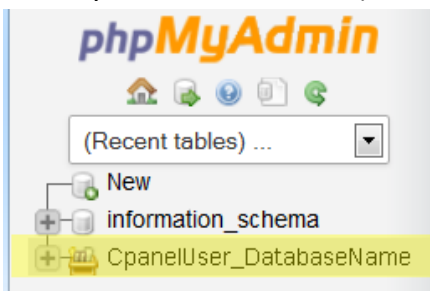


Hosting Australia support does not store Joomla Passwords on behalf of customers, and to reset this password is a little more involved than a standard password reset. Please follow the below steps if you would like to reset your Joomla password, alternatively, you can contact Hosting Australia support to do this for you, for a nominal fee.

1. Log into your cPanel, at [www.\[MYDOMAINNAME\]/cpanel](http://www.[MYDOMAINNAME]/cpanel).
2. Locate the Database Category, then click on the **MYPHPADMIN**



3. A window will pop up, showing you the phpMyAdmin screen. On the left hand side, locate the database your Joomla install uses. (There is a separate KB article referring to how to locate your Database name) Click the little plus next to the Database.







4. You will be shown a long list of table entries, each one prefixed with a random string of letters, for example "atfgw\_TABLE". Locate the entry that ends with "\_users", eg **atfgw\_users** click this link.
5. At this point, you will need to obtain a new MD5 Hash for your password. There are several sites that offer this, eg <http://www.md5.net/>. On that page, enter your Password in the STRING field, and you will be given a MD5 HASH, for example "5f4dcc3b5aa765d61d8327deb882cf99". Copy the hash that you are given. Be sure to note down the password you create during this step, as you will need this password to login to Joomla.



- Go back to phpMyAdmin, and locate your Login user name under the USERNAME Column. Once you have found it, double click on the password field. You will be given an edit box.

Delete what is currently in there, and paste your new hash code into this box.

	id	name	username	email	password
  Edit  Copy  Delete	934	Super User	My User	My Email	Enter New Hash Here

Simply click off the box to save.

At this stage, it is also a good idea to change your username from ADMIN, if that is what it's currently set to. This is very easy for hackers to guess. To do this, double click on the "username" field, and enter a new user name. A single word or two words, separated by an underscore, i.e. `firstname_lastname` is acceptable.

You should now be able to login with the password you created the MD5 has for in step 5, and the new username created above.