

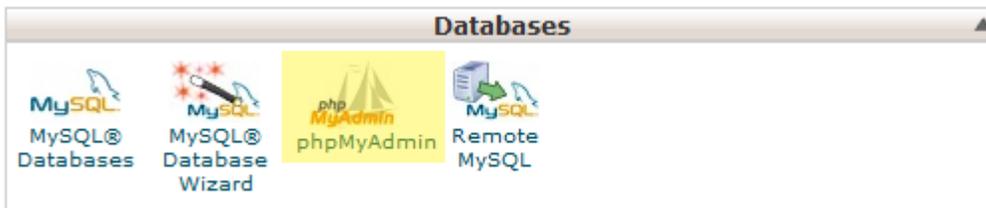
# How to reset WordPress Password via SQL



Hosting Australia support does not store WordPress 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 WordPress password.

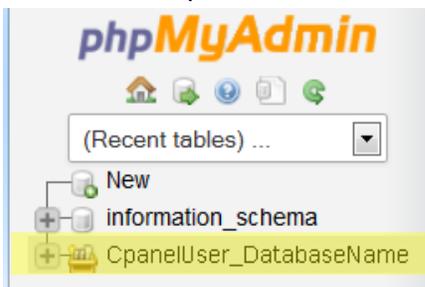
**NOTE** – If you are unsure on the below steps and/or don't have a basic understanding of database manipulation, please contact Hosting Australia support to do this for you, for a nominal fee.

1. Log into your cPanel, at [www.\[MYDOMAINNAME\]/cpanel](http://www.[MYDOMAINNAME]/cpanel) or via the Hosting Australia Client Area.
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 WordPress install uses. (There is a separate KB article referring to how to locate your Database name – please see the relevant link under the WordPress Knowledgebase category)

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 **aftgw\_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 WordPress.

- Go back to phpMyAdmin, and locate your Login user name under the “user\_login” Column. Once you have found it, double click on the “user\_pass” field. You will be able to edit the entry.

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

|   | id  | name       | username | email    | password            |
|---|-----|------------|----------|----------|---------------------|
| <input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> 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.