

## How to update customer password for Nanacast

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In almost every scenario best course of action is to have the customer change their password themselves. This is best done after they login in to Nanacast from the main login page. They can do this from the main menu under My Account >> Profile & Preferences. There is a Change Password box at the top of the page.

If they need to retrieve their password first in order to login, they can use the Forgot Password tool at the login page, and then after retrieving their password, change their password as described above.

The reason for this is that, for memberships in Nanacast, there are actually two records for the client: There's the client record that gets created in your membership offer, and then there is the client's underlying Nanacast account.

In most cases, unless you are using an external platform to host your membership such as wordpress, the login details for accessing Nanacast hosted memberships include the subscriber's Nanacast account password. For security reasons, the vendor does not have the ability to change this for their subscriber. The only time this is different is if you have 'Password' as an active custom field for an offer. This is generally only recommended when you are integrating the offer with an external site/platform, such as integrating your membership with WordPress.

In the case where you are using an external membership platform, such as Wordpress, the subscriber will have a password specific to their subscriber record, which can be sent out to external sites via the API. In that scenario you must add the password field in the custom fields settings for your offer, the subscribers Nanacast password is separate from any password captured and stored in the password custom field if you add it to your offer. In those scenarios, you can refer to the password in the subscriber record as their membership password, and their underlying Nanacast account password as their billing password (to their affiliate account password, if there is no recurring billing).

In this case, you can change the password in the client record by editing their client record in the offer, and changing the value in the "Password" field.

If there is no password field in the client record, that's a good indicator that you should direct the customer to the main Nanacast.com login, to change their own password under My Account >> Profile & Preferences.