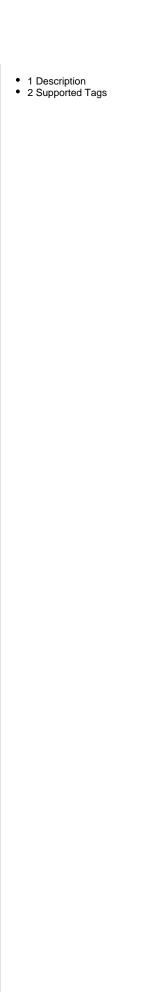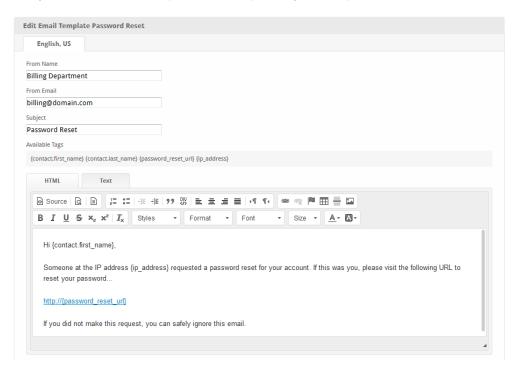# Password Reset (Client)

Table of Contents

Description

This email template is sent to an **active** client's email address after a password reset request. Clients that have forgotten their password may change it by following the instructions in the link provided in the email. The link remains valid for a limited time (default 4 hours), as configured by the *Blesta. reset_password_ttl* setting defined in the [configuration file](#).

Supported Tags

The tags described in Blesta are only a list of commonly-used tags, for brevity.

Edit Email Template Password Reset

English, US

From Name
Billing Department

From Email
billing@domain.com

Subject
Password Reset

Available Tags
{contact.first_name} {contact.last_name} {password_reset_url} {ip_address}

HTML | Text

Hi {contact.first_name},

Someone at the IP address {ip_address} requested a password reset for your account. If this was you, please visit the following URL to reset your password...

http://{password_reset_url}

If you did not make this request, you can safely ignore this email.

The tags below are all of those available for this email template. For other email and tag customizations, see [Customizing Emails](#).

Tag	Description	Notes
{contact.first_name}	The client's first name	
{contact.last_name}	The client's last name	
{contact.email}	The client's email address	
{contact.id_code}	The client's ID	e.g. 1500
{ip_address}	The IP address where the password request originated	
{password_reset_url}	The URI to the password reset page	e.g. domain.com/client/login/confirmreset/?sid=123456

Due to the nature of tag objects containing several fields, many of which are likely irrelevant for use in email templates, but may be useful to you in certain circumstances, an example dump of the tag objects are shown below.

The {contact} object

```
stdClass Object
(
    [id] => 1
    [id_format] => {num}
    [id_value] => 1500
    [user_id] => 2
    [client_group_id] => 1
    [primary_account_id] =>
    [primary_account_type] =>
    [status] => active
    [id_code] => 1500
    [contact_id] => 1
    [first_name] => First
    [last_name] => Last
    [company] => Company Co.
    [email] => first.last@domain.com
    [address1] => 123 Main St.
    [address2] =>
    [city] => City
    [state] => CA
    [zip] => 90001
    [country] => US
    [group_name] => General
    [company_id] => 1
    [username] => first.last@domain.com
    [two_factor_mode] => none
    [two_factor_key] =>
    [two_factor_pin] =>
    [date_added] => 2014-06-25 18:05:34
)
```

The {client} object

This object is identical to the contact object.