One of my users contacted me to reactivate their account. How do I do that?

Go to Security>Manage Users and find the person. Halfway down the screen, reset Active NO to YES. If they need to reset their password, you can do that at the top of the screen in the password field and then let them know what you have set it to. Setting a password in that field will overwrite their current password.

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http://www.imgsoftware.com/kb/entry/117/