

ESET Tech Center

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How do I change another users Full Disk Encryption password? (standalone)

Anish | ESET Nederland - 2018-02-20 - Reacties (0) - ESET Endpoint Encryption

This article applies to standalone systems that are not managed by an Enterprise server.

If you need to change your (or another users) Full Disk Encryption (FDE) password because you have forgotten it, you will require the adminpassword file for the system. This file will have been created when you originally started encryption.

Ensure you are logged in to DESlock+.

Right click on the blue '+' in the Notification Area (formally known as the System Tray).

Hover over **Full Disk Encryption** entry and then click the **Full Disk Encryption** popout item.



You may need to click **Yes** on the User Account Control (UAC) warning if shown.

Click the **Manage Users** button.



Select the user account you wish to change and click the **Remove** button.



Enter the adminpassword and click the **OK** button.



A dialog will appear explaining the success of the operation, click **OK**.



From the User Management window, click the **Add** button.



Enter the new Username and Password for the user to use, your admin password and then click the **OK** button.



A dialog will appear explaining the success of the operation, click **OK**.



The users list will now show the new entry for the user you have added.



Click the **Close** button on the User Management dialog and DESlock+ Full Disk Encryption dialog. When you next restart your machine the new user credentials can be used to start the system.

How many FDE user accounts can I have on one PC with DESlock+ installed?

DESlock+ workstations allow up to 126 FDE user accounts as well as an additional account reserved for an admin user.

Related articles

[KB316 - How do I change my Full Disk Encryption password?](#)

[KB164 - Why do I need an admin password?](#)