[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Password Reset Log

An audit record of every password reset: who asked, how identity was verified, and who completed it.

1. Log details: Log period covered: _____ **Person responsible for this log:** _____

Team responsible for password resets: _____

Never record a password, temporary password, or verification code in this log. This log records that a reset happened and how it was verified, not the credentials themselves.

2. Password reset register One row per reset, in the order requests were received. Add or remove rows as needed.

Entry reference	Date and time of the request	Username or account identifier	System affected	Reason for the reset	Identity verification method used	Reset completed by	Date and time completed	Status

3. Verification rules applied: [ ] Identity was verified by an approved method before any reset was performed, and the method used is recorded in the register.

[ ] Where the requester could not be verified, the reset was refused or escalated, and that outcome is recorded in the register.

[ ] Resets for privileged or sensitive accounts received the additional approval required for those accounts, and the approver is named in section 4.

[ ] The account holder was told, through a separate channel where possible, that their password had been reset.

[ ] No password, temporary password, or verification code appears anywhere in this log.

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4. Refusals and escalations Record every reset that was refused, delayed, or escalated, and the reason. Add or remove rows as needed.

Date and time of the request	Entry reference	Reason for refusal or escalation	Escalated to	Outcome

5. Summary: Total resets recorded in this period: _____ **Resets completed successfully:** _____

Resets refused or escalated: _____ **Most common reason for a reset:** _____

Unusual pattern noted: _____

6. Review and sign-off [Review notes on this period, including any verification failure or pattern that needs follow-up.]

Log owner name: _____ **Reviewer name:** _____

Log owner signature: _____ **Reviewer signature:** _____

Date of sign-off: _____