[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. Add or remove table rows to fit your needs. 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	[Log period covered by this log]
Person responsible for this log	[Full name of the person responsible for this log]
Team responsible for password resets	[Name of the 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

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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.

4. Refusals and escalations

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

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

5. Summary

Total resets recorded in this period	[Total number of resets recorded in this period]
Resets completed successfully	[Number of resets completed successfully]
Resets refused or escalated	[Number of resets refused or escalated]
Most common reason for a reset	[Most common reason for a reset in this period]
Unusual pattern noted	[Description of any unusual pattern noted, or confirmation that none was noted]

6. Review and sign-off

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

Log owner name	[Full name of the log owner]
Reviewer name	[Full name of the reviewer]

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Log owner signature	[Signature of the log owner]
Reviewer signature	[Signature of the reviewer]
Date of sign-off	[Date of sign-off]