

# Forgot the TonidoPlug's administrator password



TonidoPlug's administrator password is not the same as your Tonido account's password. If you forgot your Tonido account's password, see [this](#) article instead.

## Problem

You forgot your TonidoPlug's administrator password, which is used to run the TonidoPlug Admin application, [connect to the TonidoPlug via SSH](#), and access the root account of the underlying Linux operating system.

TonidoPlug's Tonido software runs with root privileges because of its requirements for controlling certain OS services.

## Solution

1. Download the password recovery program from the following link. <http://www.tonidoplug.com/packages/pwreset.zip>
2. Copy the file you downloaded to a USB storage device and then unzip it. For best compatibility, we recommend using a USB device that uses the FAT32 file system. Browse to <Device's drive letter>\tonido\autoexe and make sure that **resetPassword.sh** is there.
3. Connect the USB storage device to your TonidoPlug. Wait for about a minute.
4. Now TonidoPlug's root password should be reset. Your new password is 'nosoup4u.'

## blocked URL Warning

**blocked URL** Some USB storage devices aren't compatible with this procedure. If your password didn't reset after following the steps above, try again with a different device.

**blocked URL** Don't forget to change the administrator password in either SSH or TonidoPlug Admin! Using the default password is a security risk.