

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.'

Warning

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.

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