allexis

How to reset/change my password

STEP 1

Click on "Forgot password?" on Login screen.
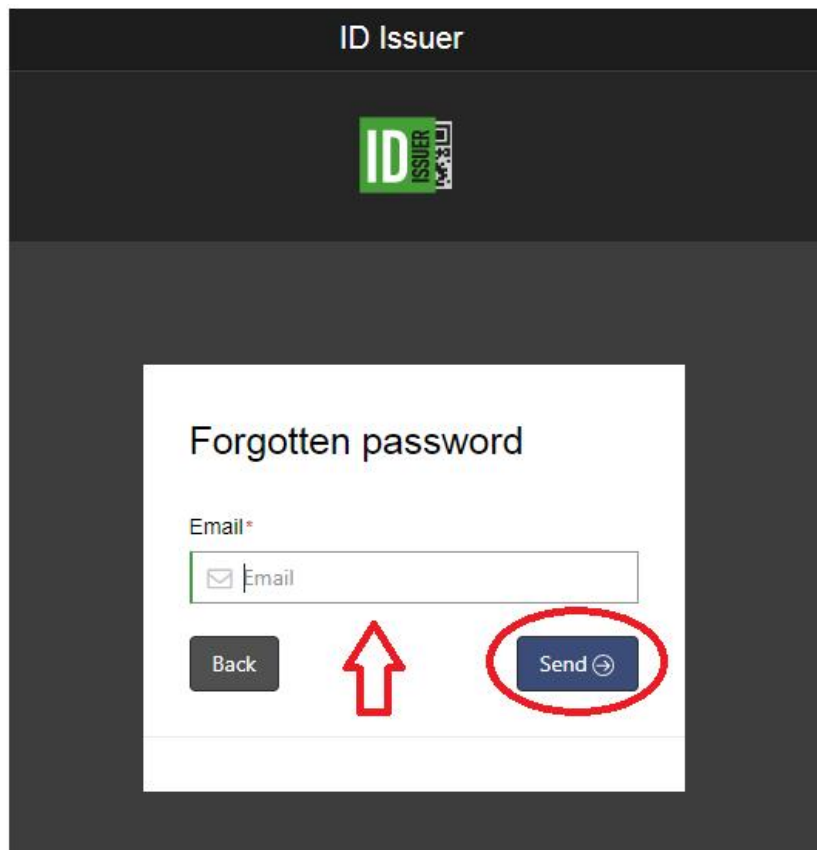
STEP 2

Enter your email address and click the button Send.
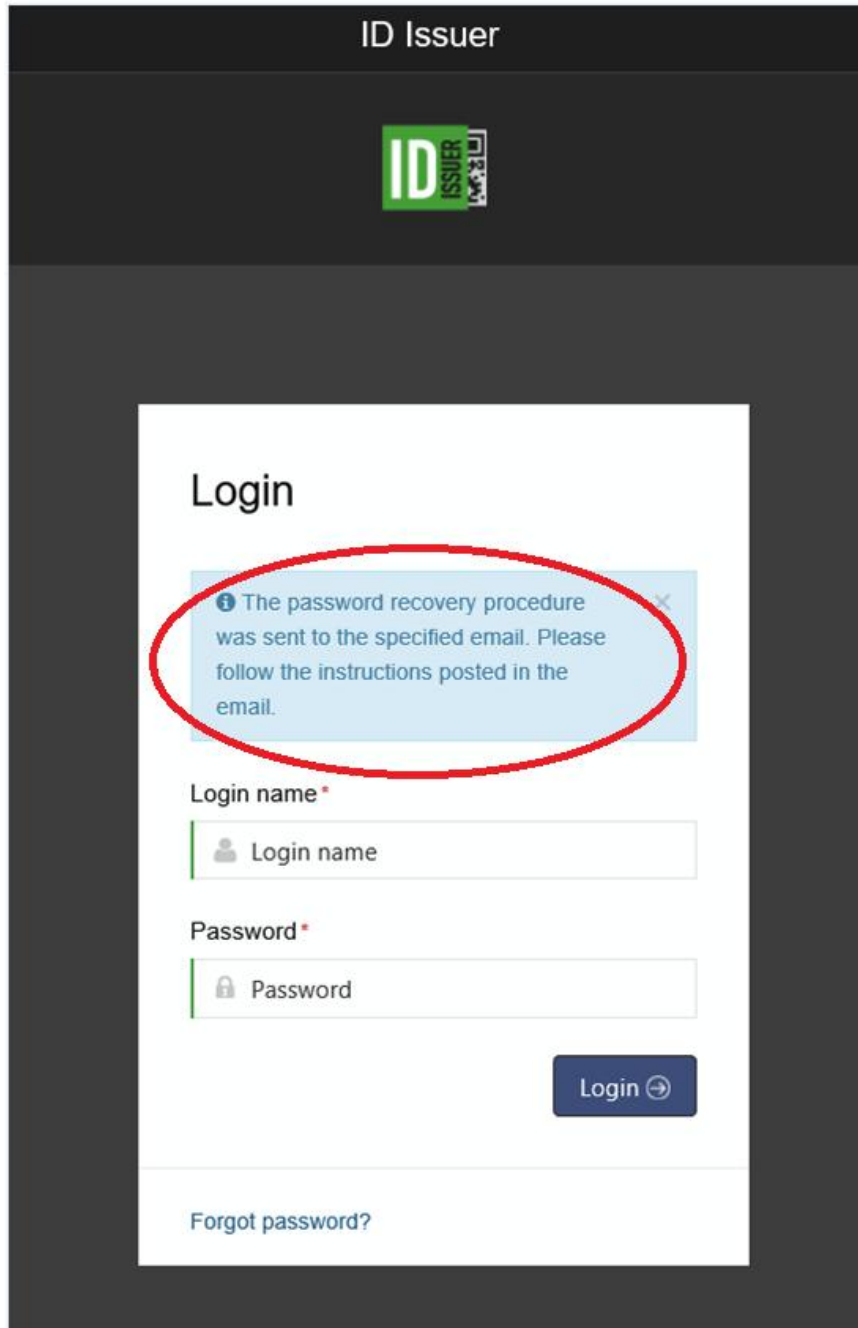
The system only accepts the email address you entered when creating the user account.

STEP 3

System sends you the reset password link to the email address you filled in to the "Email" field in the previous step.

STEP 4

If you entered the correct email address, you will receive email with password reset link and instructions.

You should get your password reset email in minutes. If not, the email could be filtered out as SPAM, or to another email folder according to the configuration of your email client. Please make sure that your password reset email is not in the SPAM folder or another email folder where it could be moved.

The password reset link is valid for 1 hour.

After you click on the green button Change password, you will be redirected to the password change page, which will open in your default web browser.
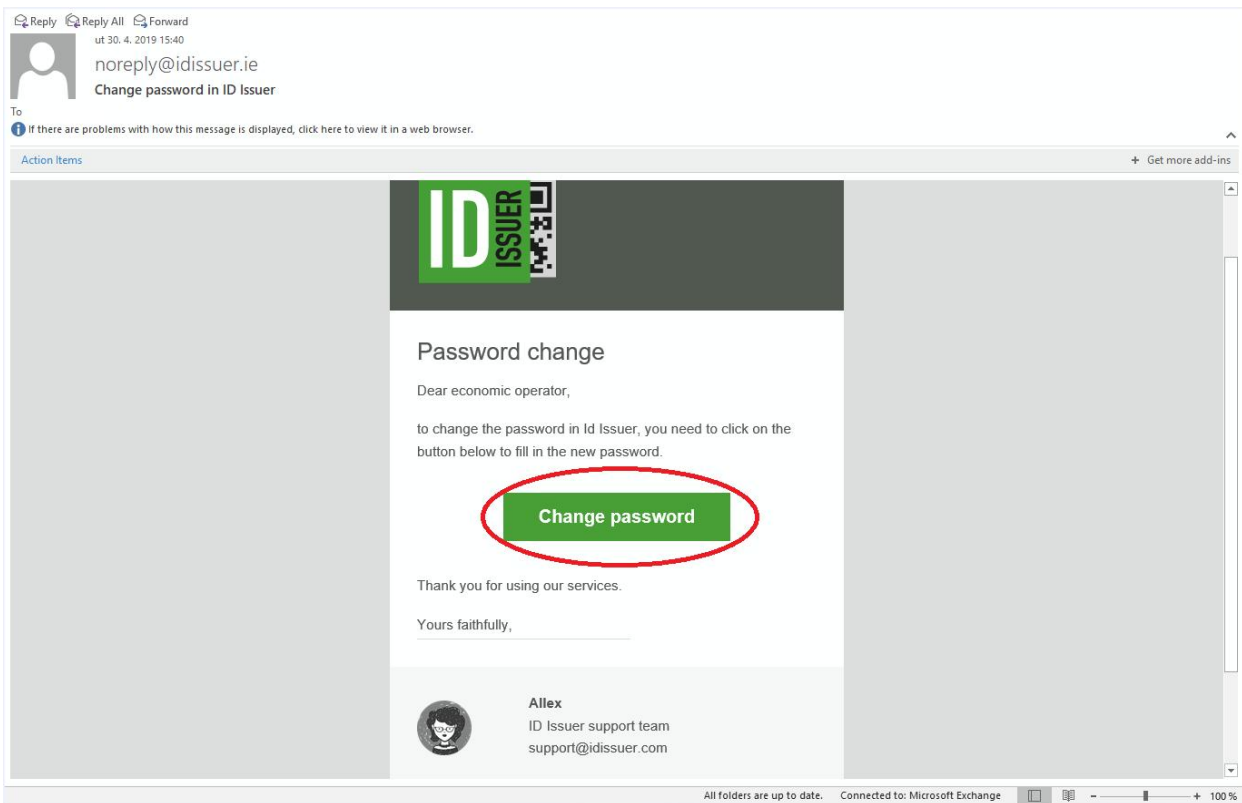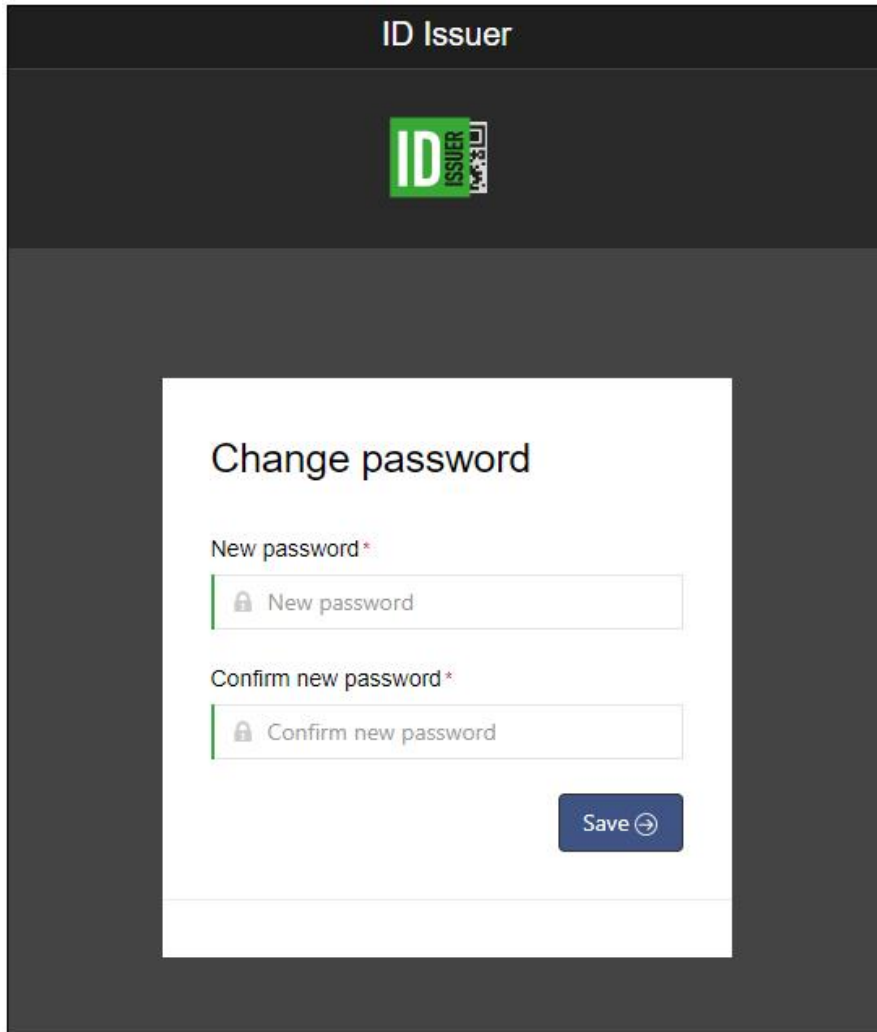
STEP 5

Enter new password twice to the fields "New password" and "Confirm new password" and click the button **Save**.

Please make sure the new password is at least 8 characters long. It must contain at least one small letter, one capital letter and one number.

Password you enter in "Confirm new password" field must be identical to the contents entered in "New password" field.