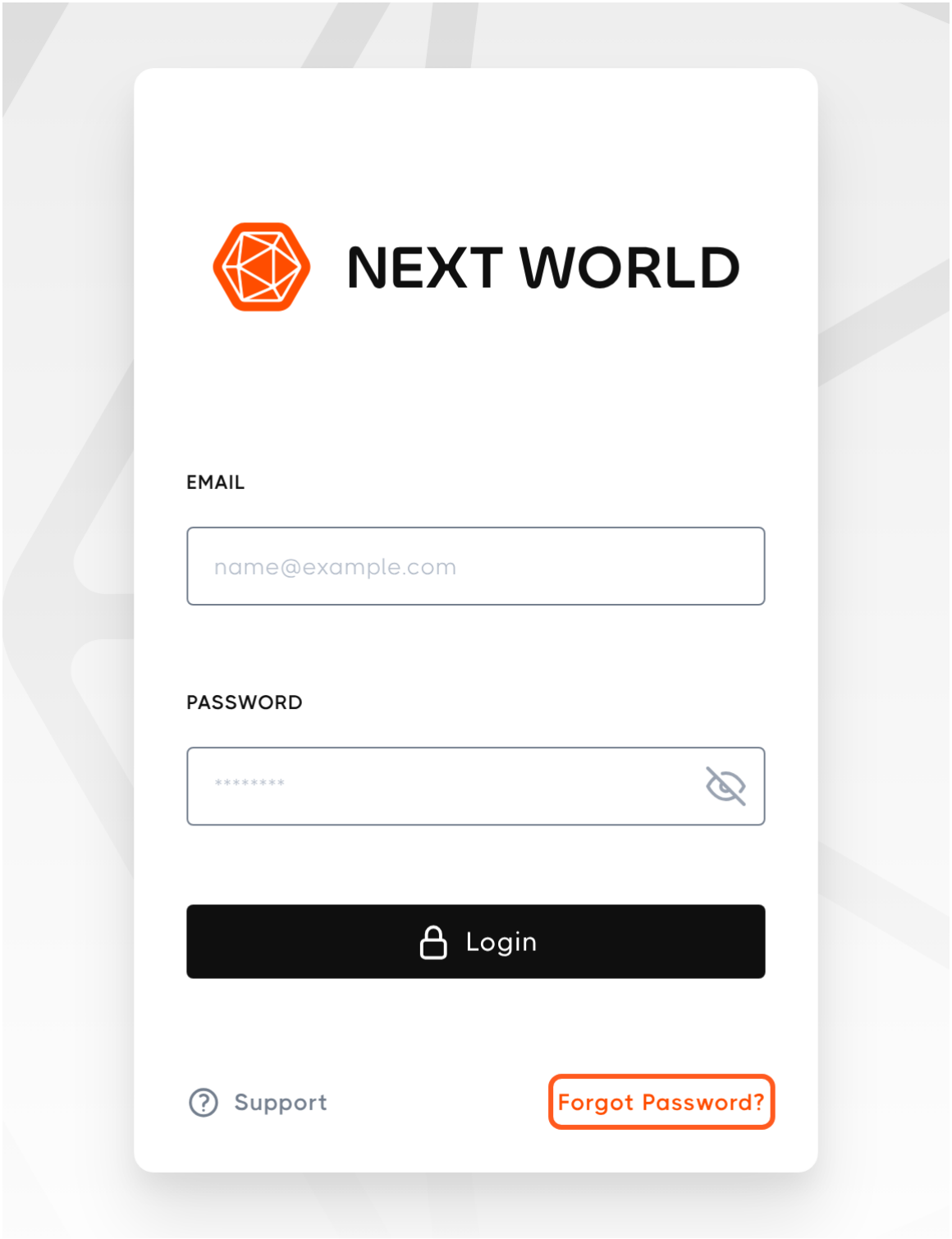
How to change or reset your password

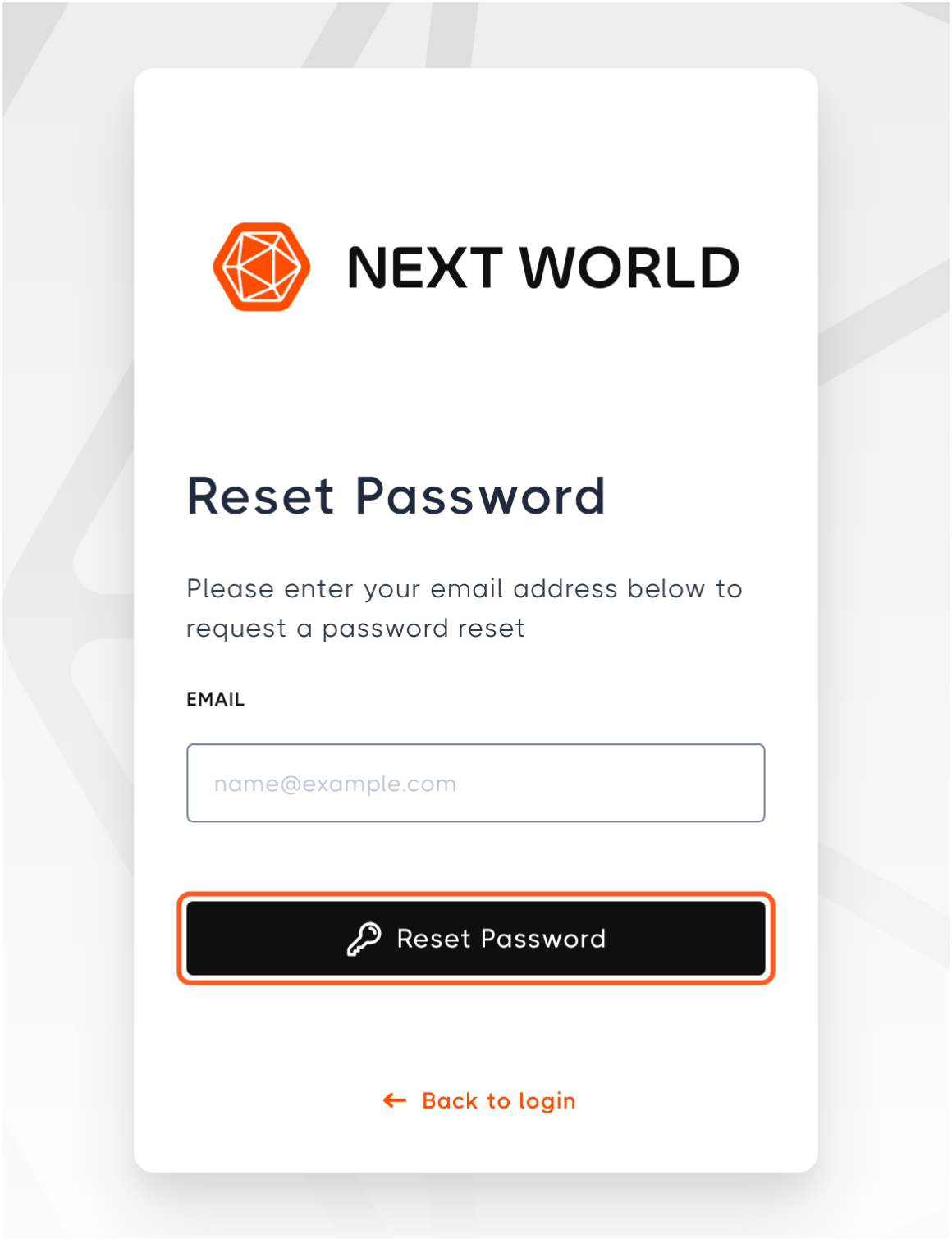
Forgotten your password? This article shows two ways to reset it: from the login screen, or from inside the Platform.

Resetting your password from the login screen

On the login screen, select **Forgot Password?** in the bottom-right corner of the login box.



The login box will change to the **Reset Password** form. Enter the email address for your account and select **Reset Password**.



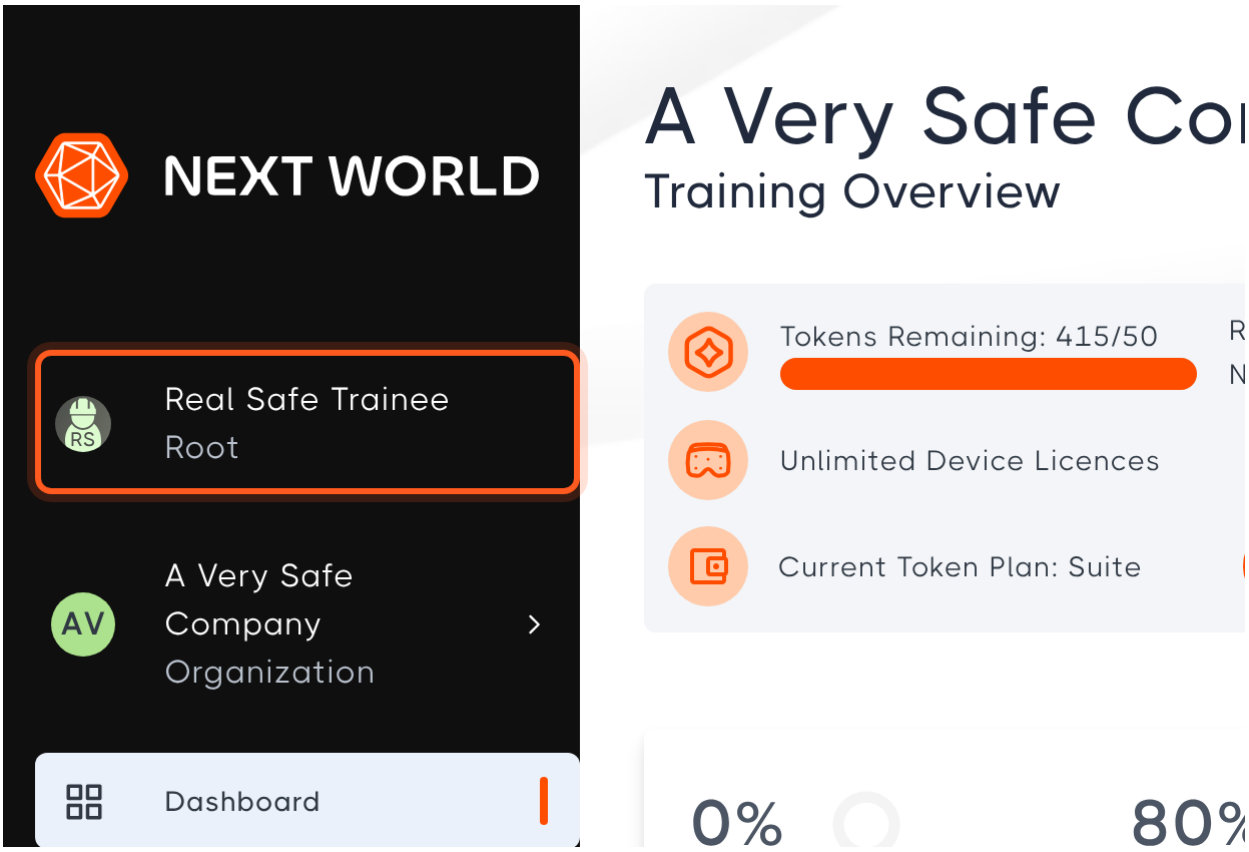
You will receive an email with instructions on how to set a new password. To return to the login screen, select **Back to login**.

> If the email doesn't arrive within a few minutes, check your junk or spam folder. If it still hasn't arrived, contact your administrator or support@nextworldxr.com.

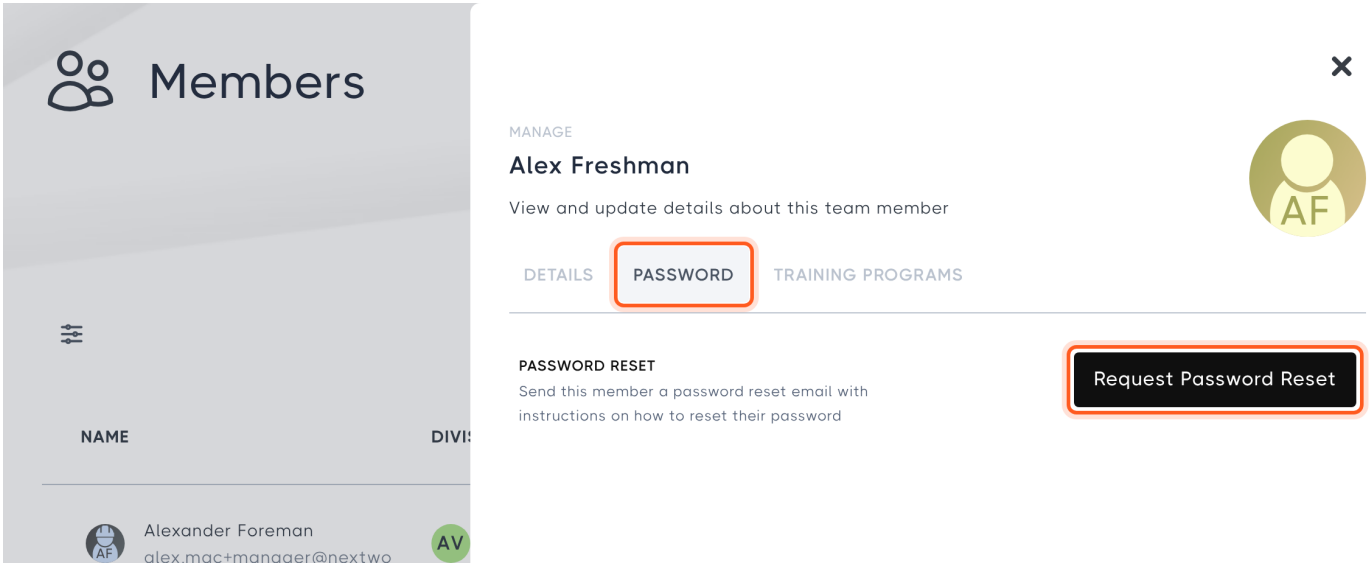
Resetting a password from the Platform

You can also reset your own password, or the password of a member of your organisation, from within the Platform.

To reset your own password, select your name at the top of the left-hand menu to open your profile, then open the **Password** tab and select **Request Password Reset**.



To reset the password of another member, go to **Admin** > **Members**, select the member, open the **Password** tab and select **Request Password Reset**.



Once you select **Request Password Reset**, an email will be sent to the member with instructions on how to set a new password.

Trainees who don't have an email address don't have a Platform password. They starttraining in the headset with their 4-letter access code instead.

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