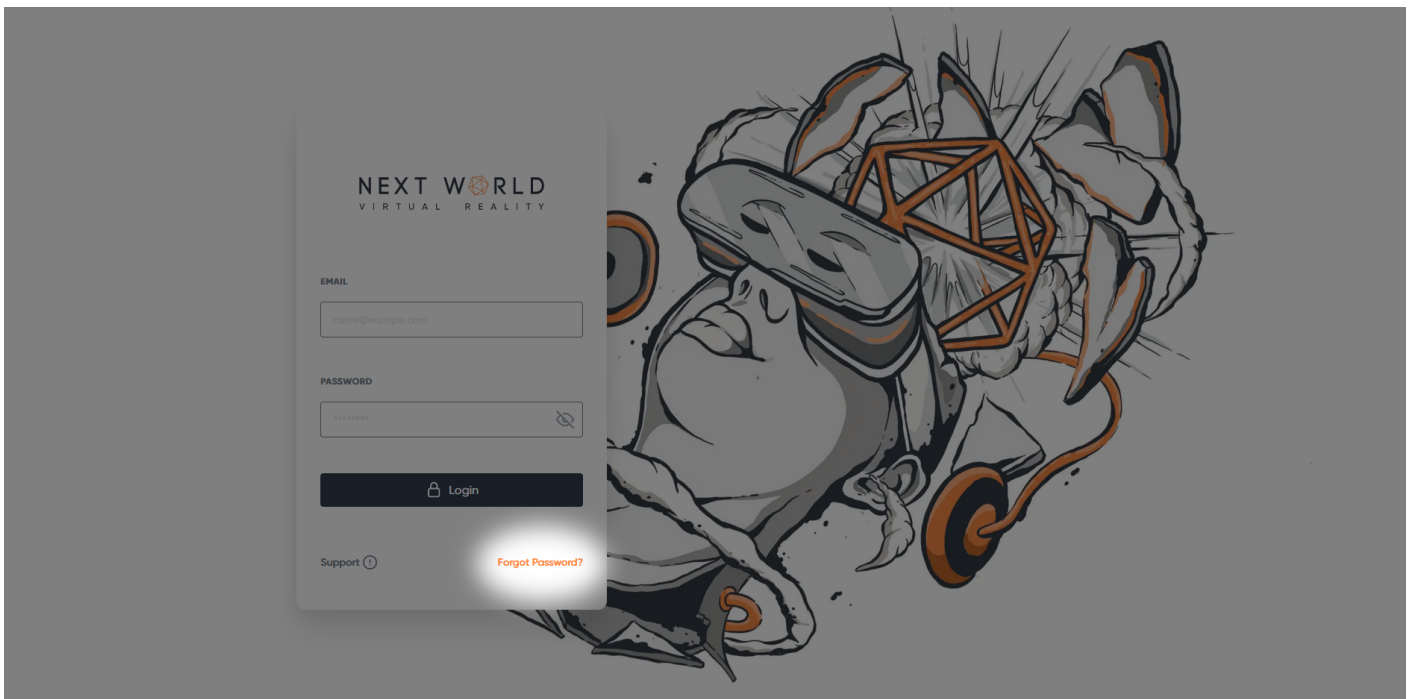


How to change or reset your password

Forgotten your password? This article shows two methods to change your password.

Resetting your password from the login screen

From the Login Screen, select **Forgot Password?** in the bottom right-hand corner of the Login box.



You will be redirected to the Password Reset Request Form. Enter the email for your account and select **Submit**.

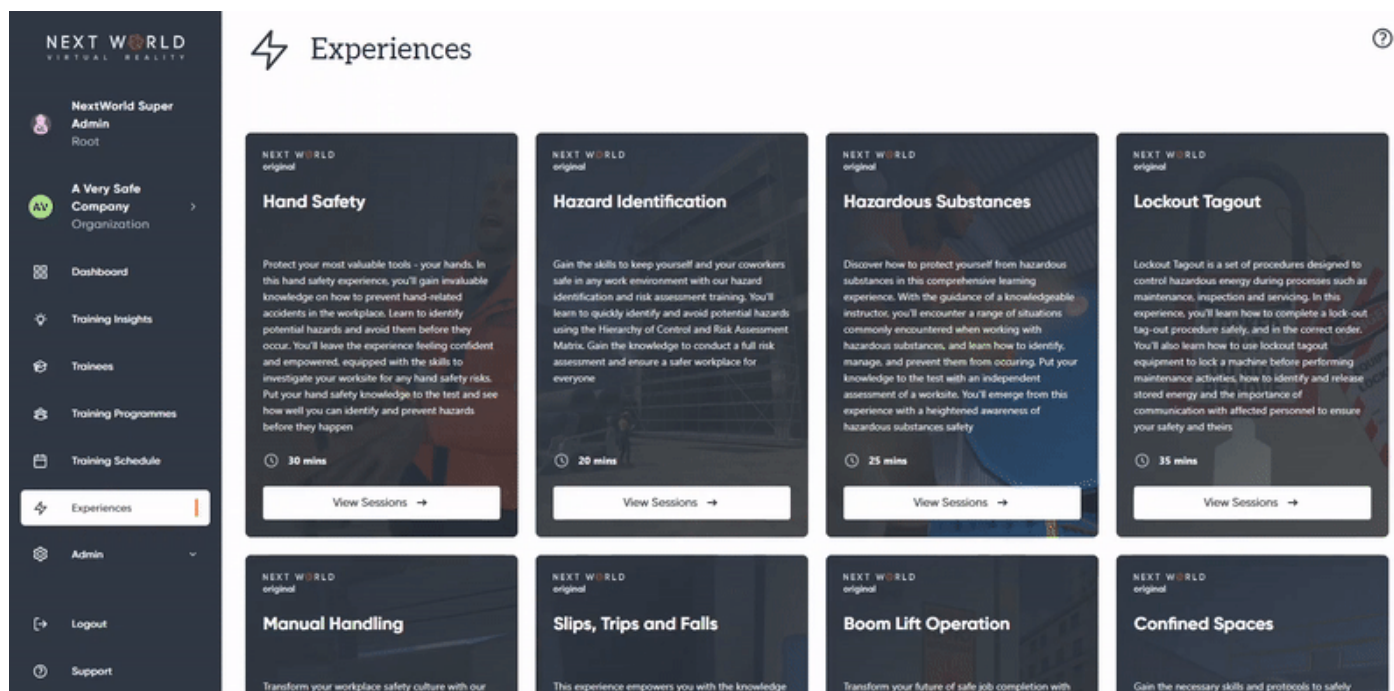
A screenshot of the 'PASSWORD RESET' form. The form is a white box with a light blue border, centered on a light blue background. It contains the title 'PASSWORD RESET' at the top, followed by an 'Email' label and a text input field. At the bottom is an orange 'SUBMIT' button.

You will receive an email with instructions on how to reset your password.

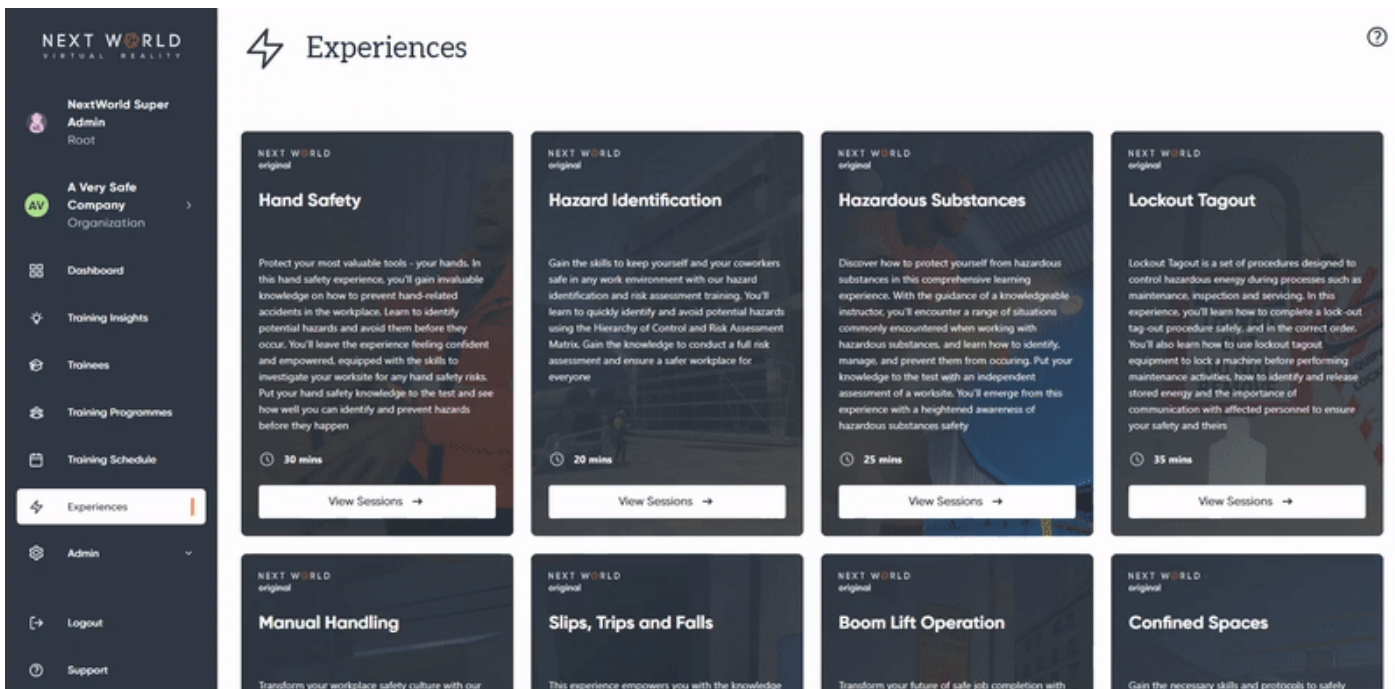
Resetting a password from the Portal

You can also reset your password or a member in your organization's password from within the portal.

To reset your own password, click on your name at the top of the navigation bar to open your profile > click on the **Password** tab > select **Request Password Reset**.



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



Once you select **Request Password Reset**, an email will be sent to the user with instructions on how to reset their password.

Revision #13

Created 19 April 2023 00:43:11 by NWXR Admin

Updated 18 September 2023 23:17:59 by Helpdesk