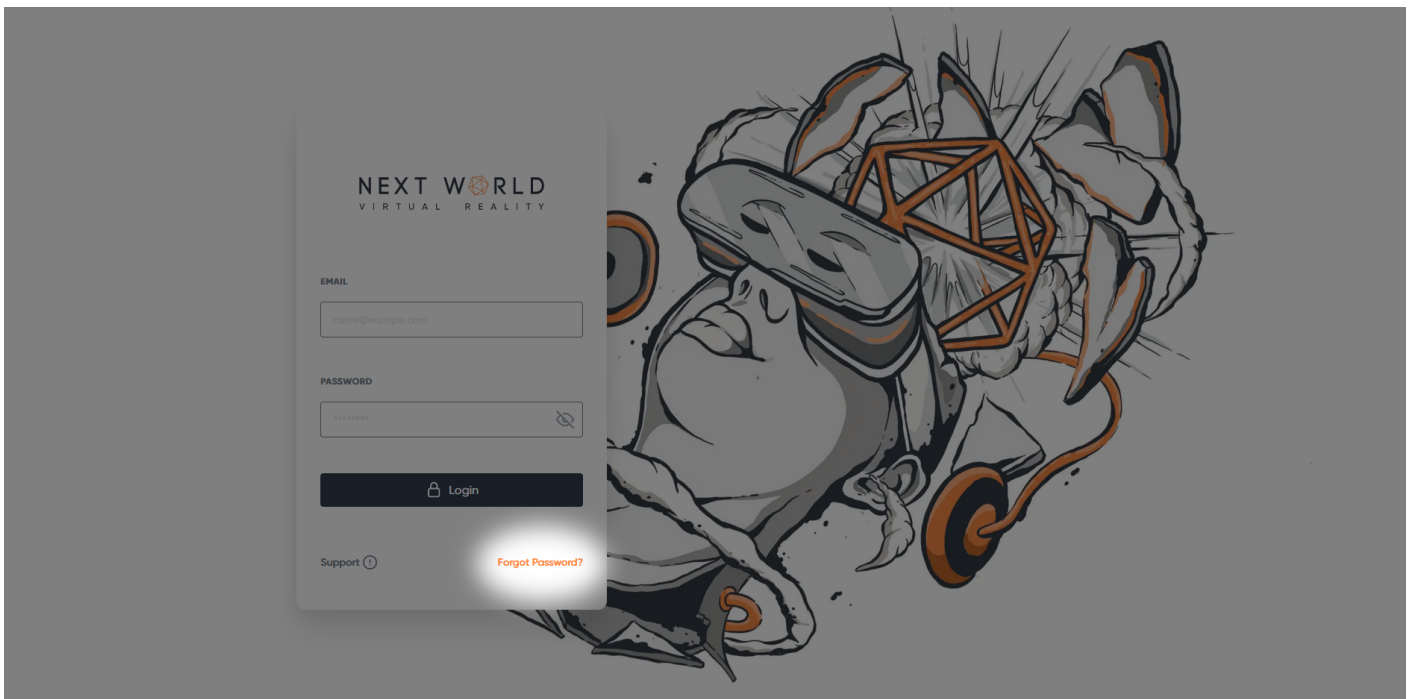


# How to change or reset your password

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**.

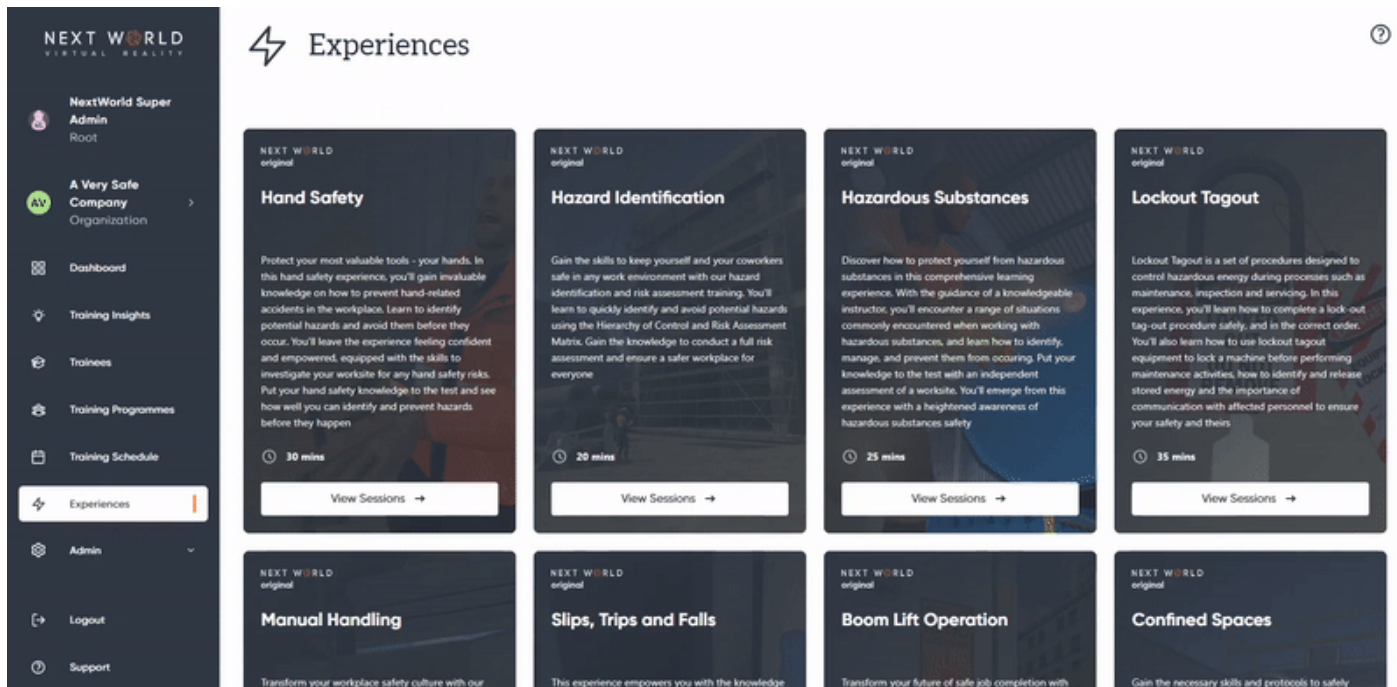
A screenshot of the 'PASSWORD RESET' form. The form is a white box with a light blue border, centered on a light blue background. It has the title 'PASSWORD RESET' at the top, followed by an 'Email' label and a text input field. At the bottom is an orange 'SUBMIT' button.

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

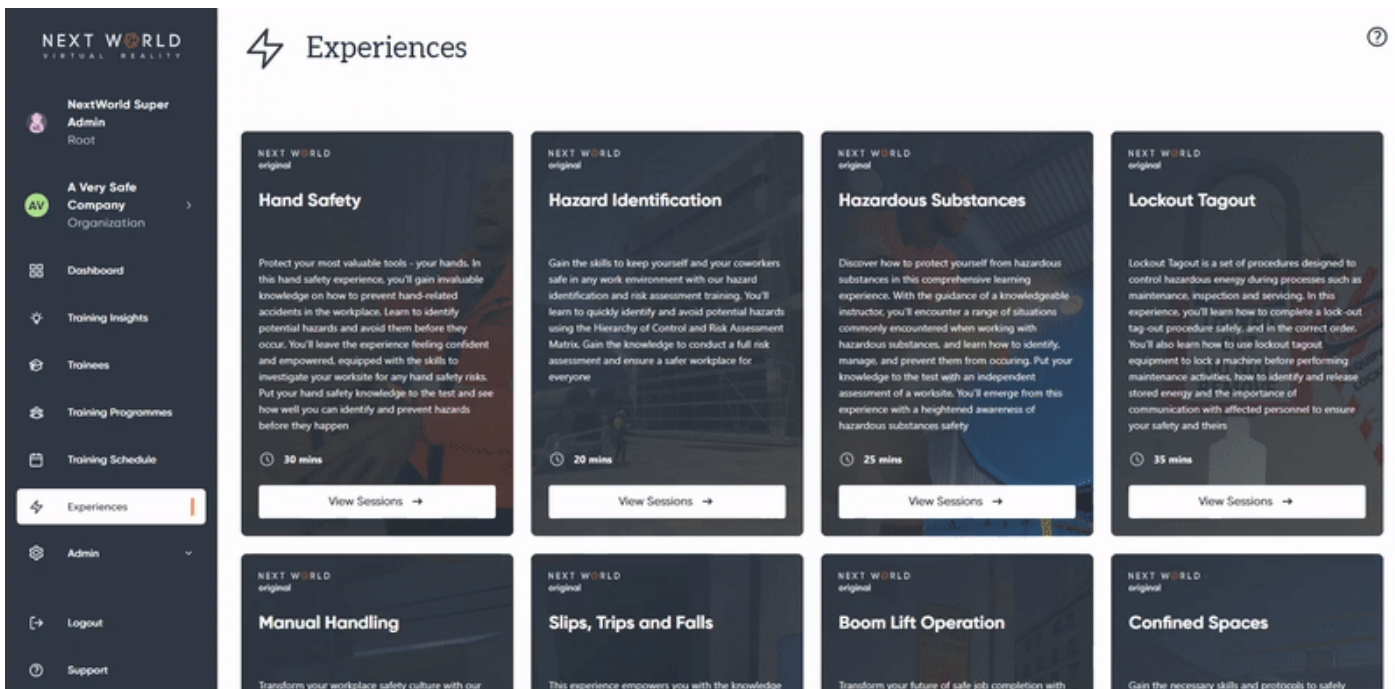
## Resetting a password from the Portal

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