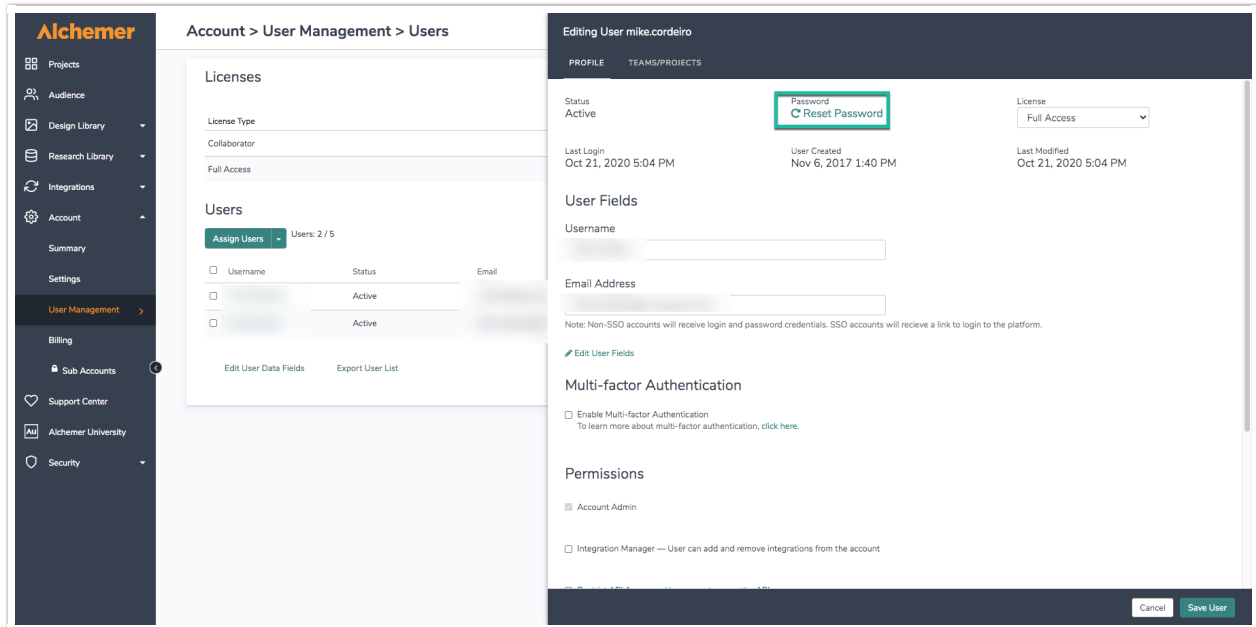


How do I reset my password?

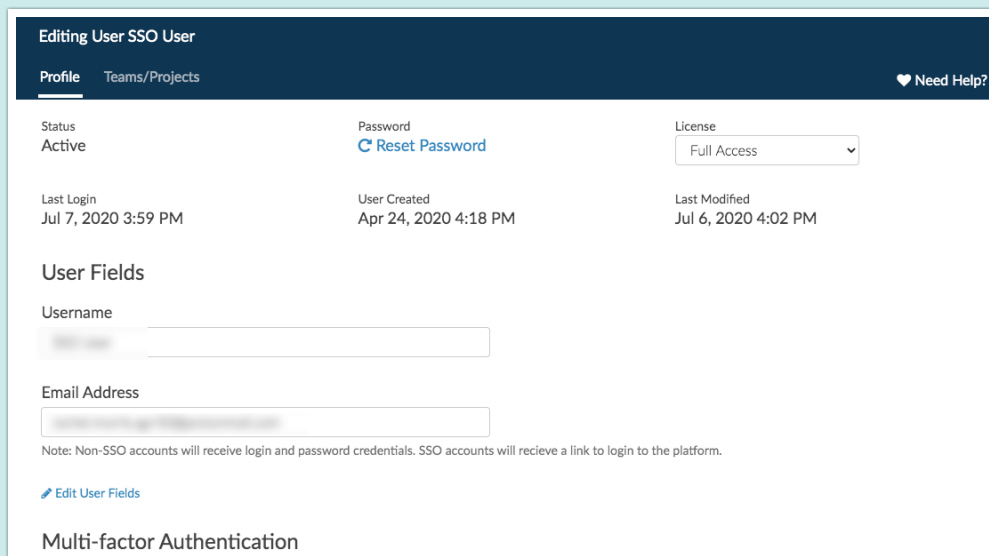
If you need to change your Alchemer password, click **Account > User Management**. Click the user password you would like to reset. Then click the **Reset Password** button. A password reset link will be sent to the email address you see in this window.



The screenshot shows the Alchemer user management interface. On the left is a navigation sidebar with options like Projects, Audience, Design Library, Research Library, Integrations, Account, Summary, Settings, User Management (selected), Billing, Sub Accounts, Support Center, Alchemer University, and Security. The main content area is titled 'Account > User Management > Users'. It features a 'Licenses' section, a 'Users' table with columns for Username, Status, and Email, and a 'Password' section with a 'Reset Password' button highlighted by a red box. Other sections include 'User Fields', 'Multi-factor Authentication', and 'Permissions'. At the bottom right, there are 'Cancel' and 'Save User' buttons.

The link is valid until Midnight (EST). Once you click it, you will be taken to a page where you can create a new password!

If one is utilizing the enterprise theme, select **Account > User Management > User**. From the Profile view of the user, select **Reset Password**. This fires an email to the address attached to the user:



The screenshot shows the 'Editing User SSO User' profile page. It has a dark header with 'Profile' and 'Teams/Projects' tabs, and a 'Need Help?' link. The main content area displays user details: Status (Active), Password (with a 'Reset Password' button highlighted in blue), License (Full Access), Last Login (Jul 7, 2020 3:59 PM), User Created (Apr 24, 2020 4:18 PM), and Last Modified (Jul 6, 2020 4:02 PM). Below this are 'User Fields' for Username and Email Address, a note about SSO accounts, an 'Edit User Fields' link, and a 'Multi-factor Authentication' section.

If you are having difficulties resetting your password, your account administrator might have put some advanced [password security settings](#) in place & forgotten to detail what the restrictions were. In those cases, reach out to the [Account Administrator](#) on your account for more information.

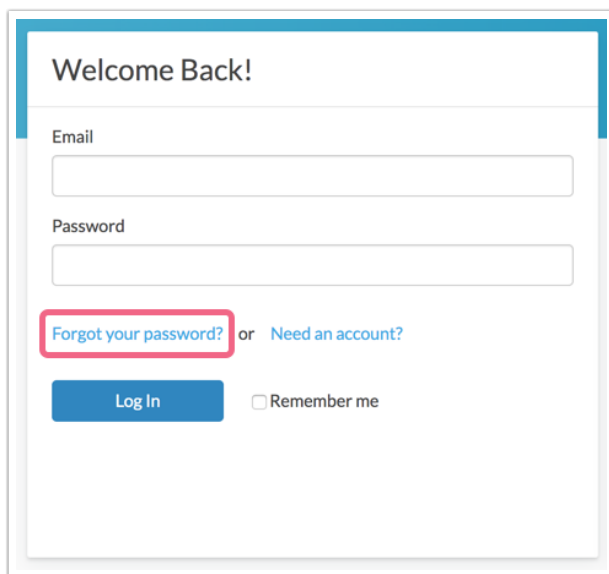
If all else fails, please contact our [Support Team](#) and we'll get your password sorted out!

Forgot Your Password

If you have forgotten your Alchemer login password, you can reset your password via the login screen at:

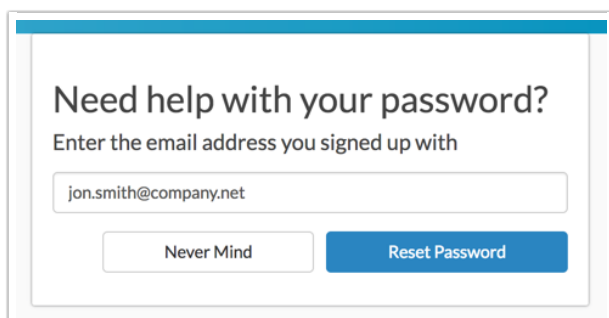
<https://app.alchemer.com/login/v1>

1. Click the **Forgot your password?** link found just above the **Log In** button.



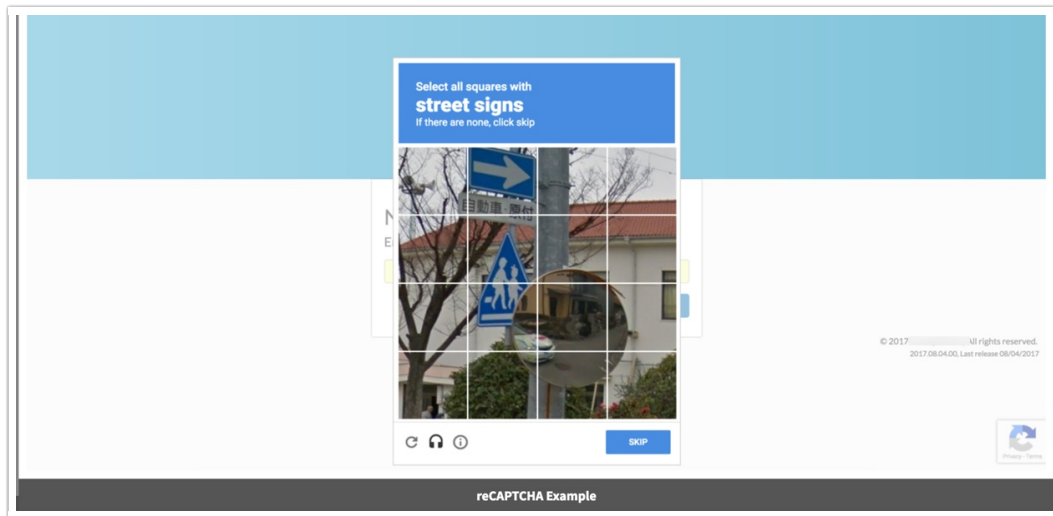
The screenshot shows the Alchemer login interface. At the top, it says "Welcome Back!". Below this are two input fields: "Email" and "Password". Under the "Password" field, there are two links: "Forgot your password?" and "Need an account?". The "Forgot your password?" link is highlighted with a red rectangular box. Below the links is a blue "Log In" button and a checkbox labeled "Remember me".

2. Enter the email address associated to your Alchemer user account. If you need to go back to the login screen, click **Never Mind**. Otherwise, click **Reset Password** to proceed.



The screenshot shows the "Need help with your password?" screen. It prompts the user to "Enter the email address you signed up with". An input field contains the email address "jon.smith@company.net". Below the input field are two buttons: a white "Never Mind" button and a blue "Reset Password" button.

3. For security purposes, you will need to complete a **reCAPTCHA** form to proceed. Follow the on-screen prompts and click **Verify** to finish. Once complete, an email with reset instructions will be sent.



4. Click on the password reset link within the email to create a new password. *The link is valid until Midnight (EST).* Once you click it, you will be taken to a page where you can set up a new password.

Considerations

You can attempt to reset your password a *maximum of three times*, at which point you will be locked out of the system for *20 minutes* before you can attempt again.

Related Articles