

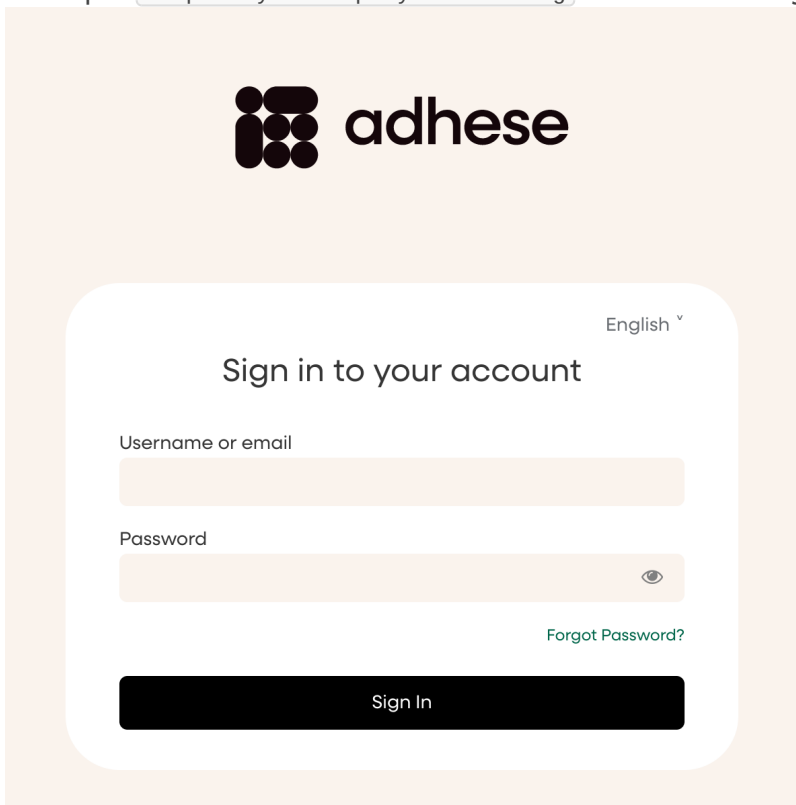
Reset your password

Passwords need to conform to the following criteria:

- Minimum length: 16 characters
- Maximum Length: 64 characters
- Uppercase characters: ≥ 2
- Lowercase characters: ≥ 2
- Numbers: ≥ 2
- Special characters: ≥ 2

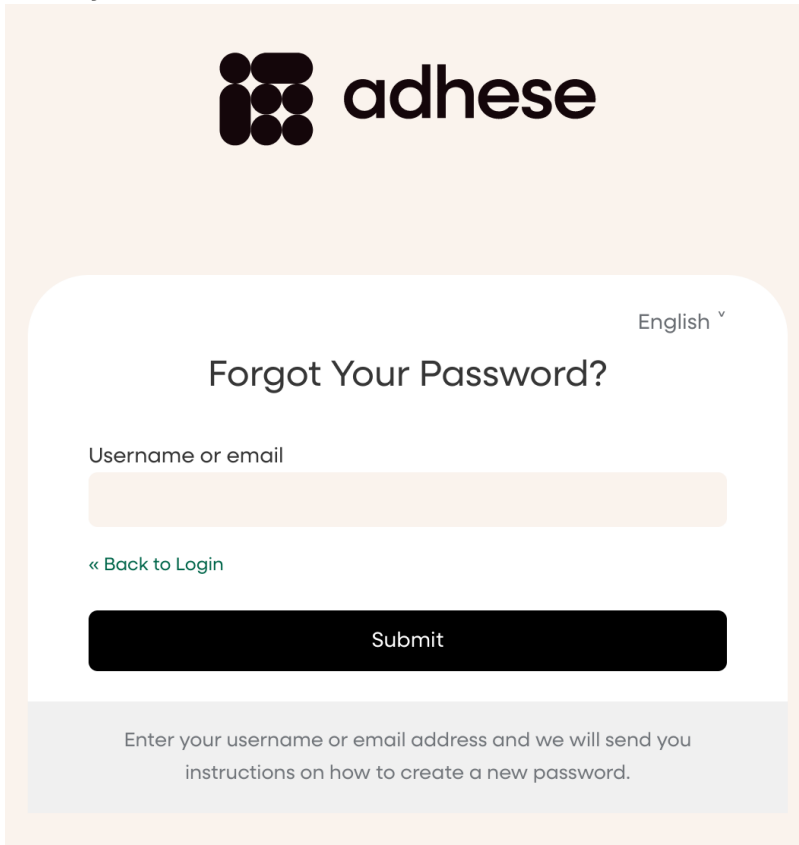
If you have forgotten (or want to change) your password:

1. Open your web browser and enter the URL of your company's Adhese account, for example `https://yourcompany.adhese.org`. The *Adhese login* screen opens.

The image shows the Adhese login interface. At the top, the Adhese logo is displayed. Below it, there's a white rounded rectangle containing the login form. The form has a title "Sign in to your account" and a language selector "English" with a dropdown arrow. There are two input fields: "Username or email" and "Password". The password field has a toggle icon (an eye) to the right. Below the password field is a link "Forgot Password?". At the bottom of the form is a black "Sign In" button.

2. Click the *Forgot password?* link.

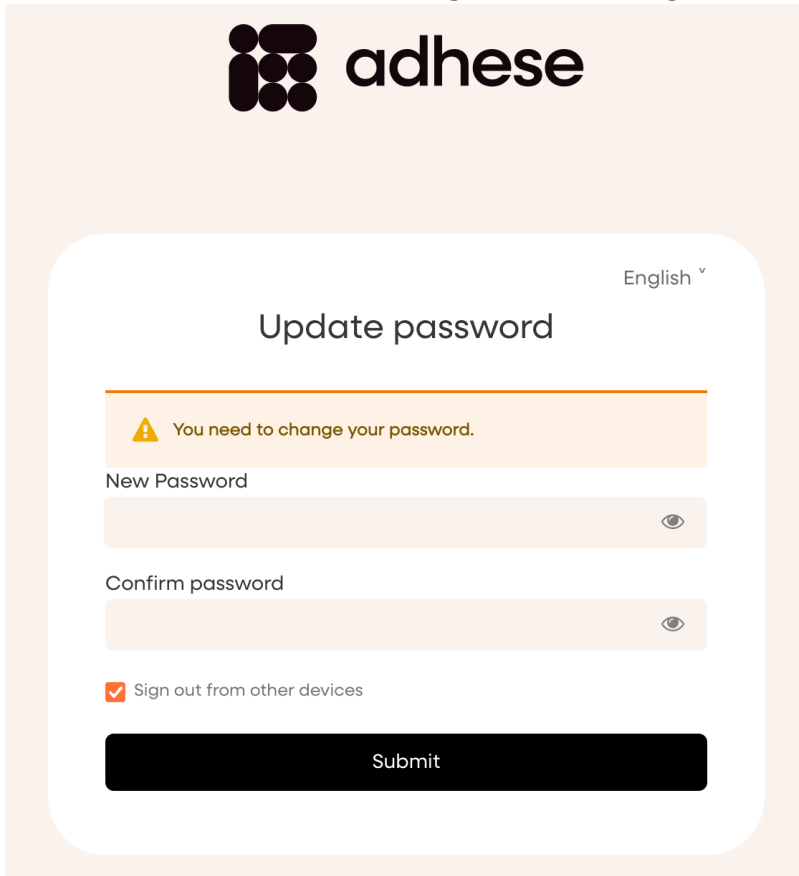
3. Enter your username or email address in the **Username or email** field.



The screenshot shows the Adhese 'Forgot Your Password?' form. At the top is the Adhese logo. Below it, on the right, is a language selector 'English' with a dropdown arrow. The main heading is 'Forgot Your Password?'. Below this is a label 'Username or email' above a text input field. Under the input field is a link '« Back to Login'. At the bottom of the form is a black 'Submit' button. Below the form, in a light gray box, is the text: 'Enter your username or email address and we will send you instructions on how to create a new password.'

4. Click the *submit* button.
5. Adhese automatically processes your request and sends an email with a URL to reset your password. [Contact Support](#) if you do not receive any email.

6. Click the URL in the email. You get the following screen:



7. Enter a new password in the **New password** field.
8. Repeat the password in the **Confirm password** field.
9. Click the *Submit* button: your password is modified.
10. Log in with your new password.

Revision #8

Created 2024-06-10 12:01:49 UTC by Casper Steuperaert

Updated 2025-03-11 13:28:54 UTC by Casper Steuperaert