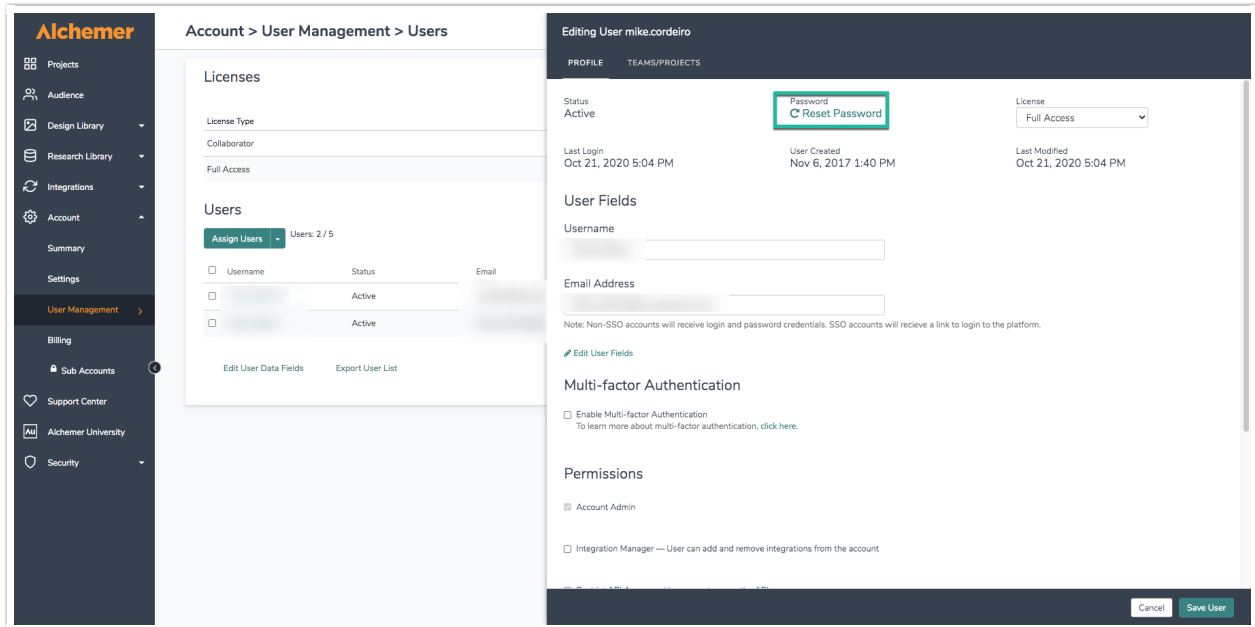


# How do I reset my password?

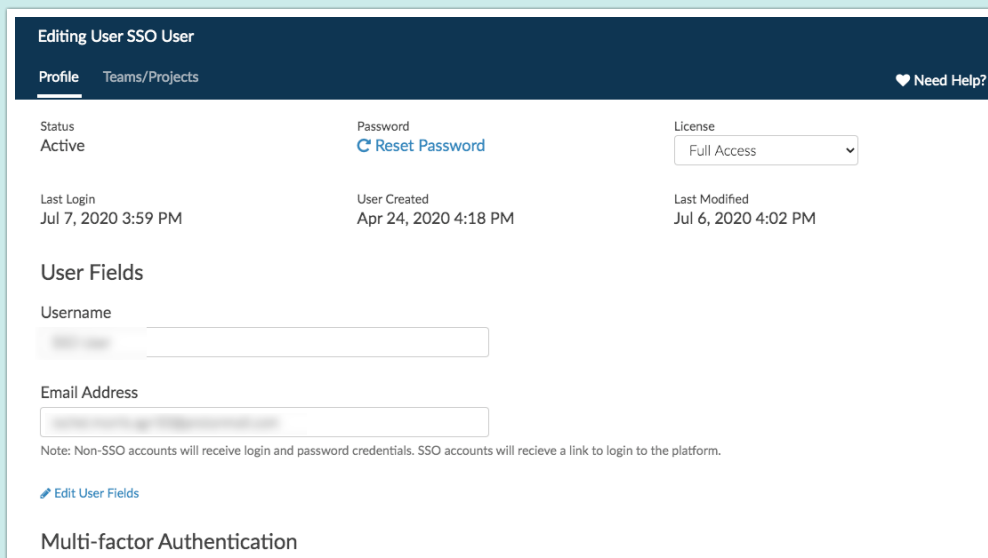
If you need to change your Alchemer password, click **Account > User Management**. Click the user password you would like to reset. Then click the **Reset Password** button. A password reset link will be sent to the email address you see in this window.



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 'Reset Password' button highlighted with a red box. The right-hand pane shows the 'Editing User mike.cordeiro' profile, including fields for Username, Email Address, and a 'Reset Password' button.

*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 includes a 'Profile' tab and a 'Need Help?' link. The user's status is 'Active', and the 'Reset Password' button is highlighted. Other details include '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). The 'User Fields' section contains input boxes for 'Username' and 'Email Address'. A note at the bottom states: 'Note: Non-SSO accounts will receive login and password credentials. SSO accounts will receive a link to login to the platform.'

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.

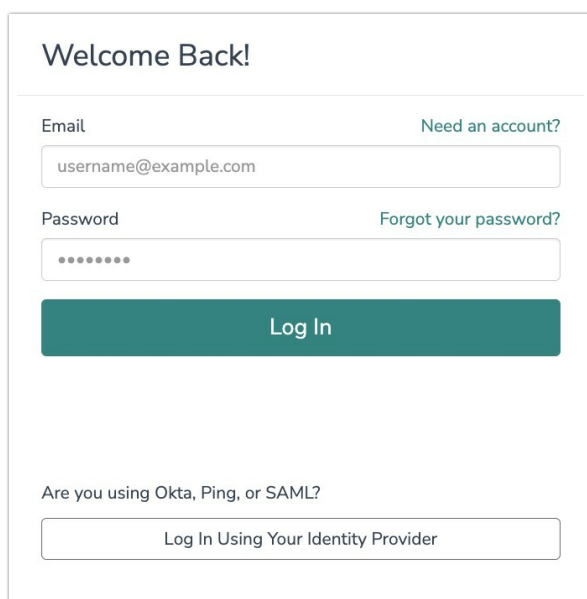
If all else fails, please contact our [Support Team](#) and we'll get your password sorted out!

## 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 a login form titled "Welcome Back!". It contains two input fields: "Email" with the placeholder "username@example.com" and "Password" with masked characters. To the right of the email field is a link "Need an account?". To the right of the password field is a link "Forgot your password?". Below the password field is a large teal "Log In" button. At the bottom, there is a section "Are you using Okta, Ping, or SAML?" with a button "Log In Using Your Identity Provider".

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

Need help with your password?

Enter the email address you signed up with

Reset Password

Never Mind

3. 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