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 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:
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.

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.
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.