

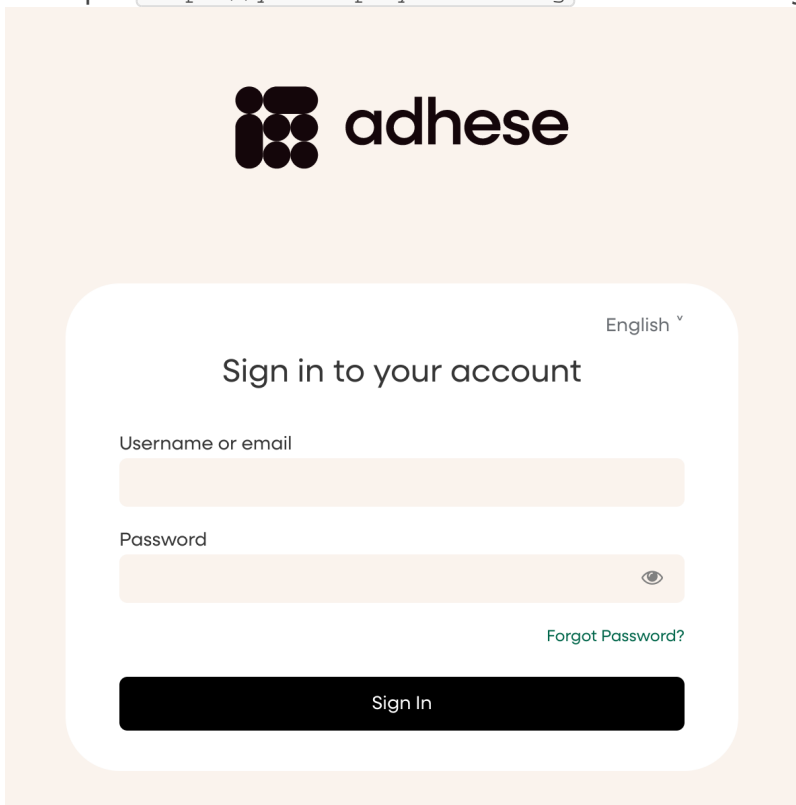
# Reset your password

Passwords need to conform to the following criteria:

- Minimum length: 16 characters
- Maximum Length: 64 characters
- Uppercase characters:  $\geq 2$
- Lowercase characters:  $\geq 2$
- Numbers:  $\geq 2$
- Special characters:  $\geq 2$

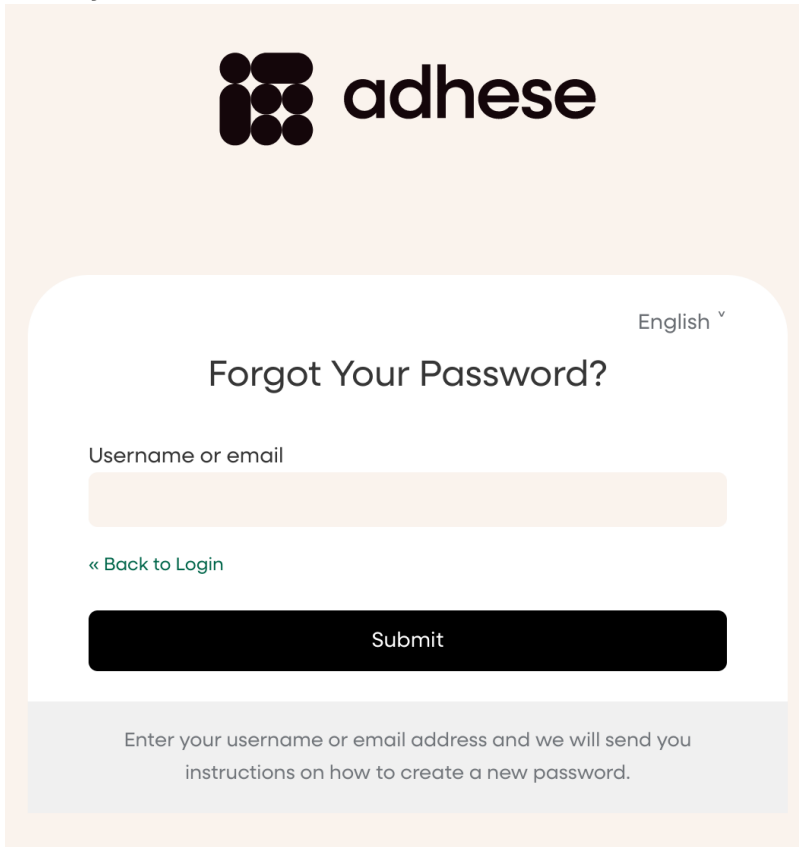
If you have forgotten (or want to change) your password:

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, the text "Sign in to your account" is centered. There are two input fields: "Username or email" and "Password". The "Password" field has a toggle icon (an eye) to the right of it. Below the "Password" field, there is a link that says "Forgot Password?". At the bottom, there is a black button with the text "Sign In". In the top right corner of the login box, there is a language selector that says "English" with a dropdown arrow.

2. Click the *Forgot password?* link.

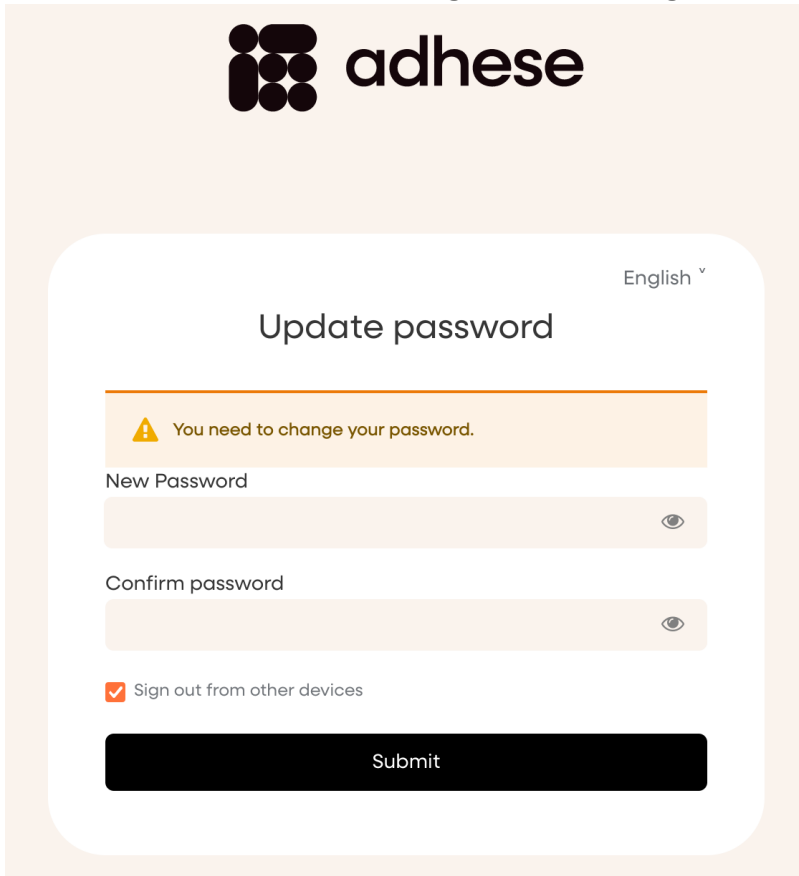
3. Enter your username or email address in the **Username or email** field.



The screenshot shows the Adhese login interface. At the top is the Adhese logo. Below it, on the right, is a language selector showing 'English' with a dropdown arrow. The main heading is 'Forgot Your Password?'. Below this is a text input field labeled 'Username or email'. Under the input field is a link that says '< Back to Login'. At the bottom of the form is a black button labeled 'Submit'. 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.

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