

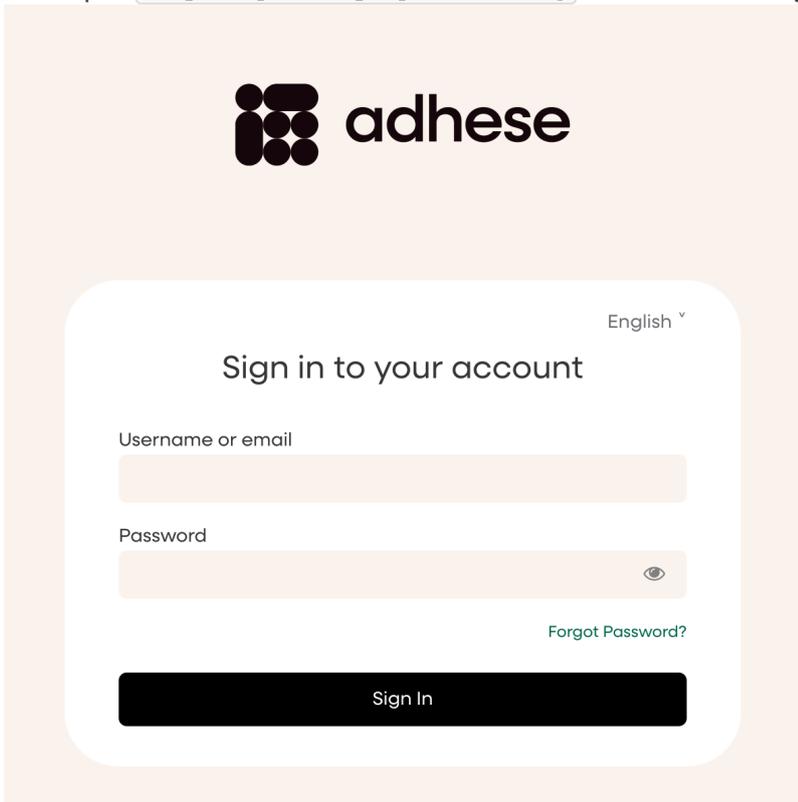
Reset your password

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:

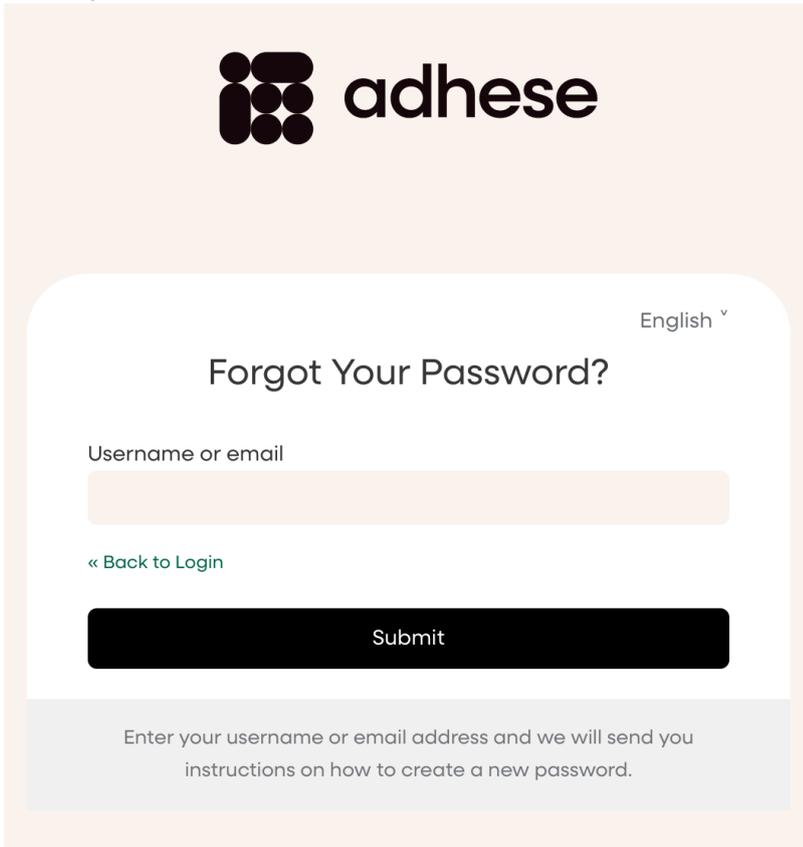
1. Open your web browser and enter the URL of your company's Adhese account, for example <https://yourcompany.adhese.org>. The *Adhese login* screen opens.



The screenshot shows the Adhese login interface. At the top left is the Adhese logo. In the top right corner, there is a language selector set to "English". The main heading is "Sign in to your account". Below this, there are two input fields: "Username or email" and "Password". The password field includes a toggle icon for visibility. To the right of the password field is a link labeled "Forgot Password?". At the bottom of the form is a black "Sign In" button.

2. Click the *Forgot password?* link.

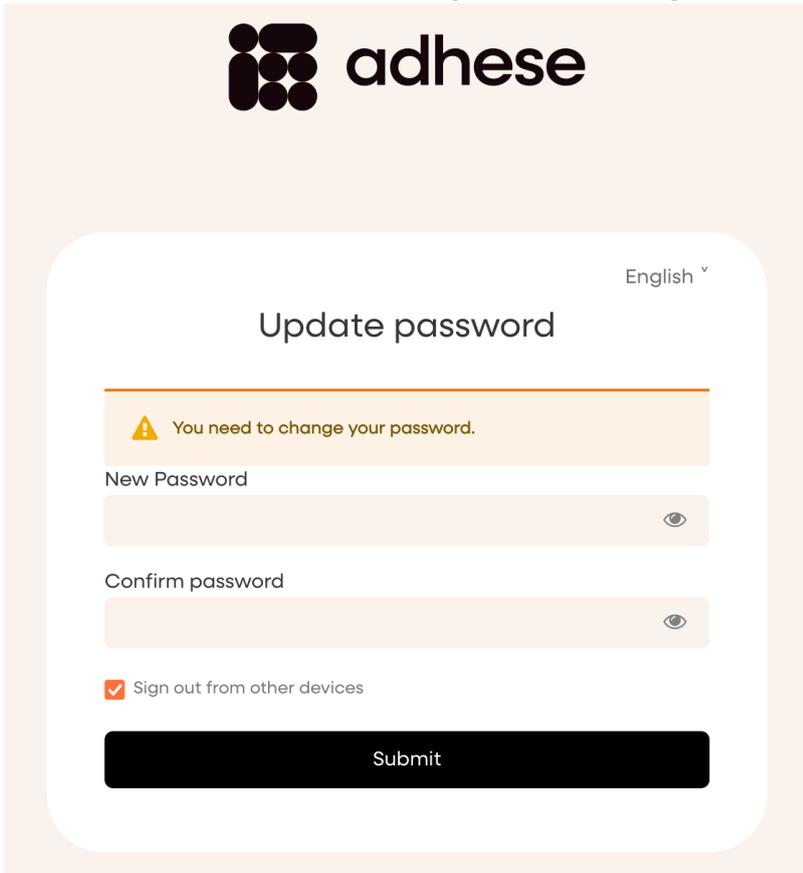
3. Enter your username or email address in the **Username or email** field.



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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