Resetting Your Password from the Login Page
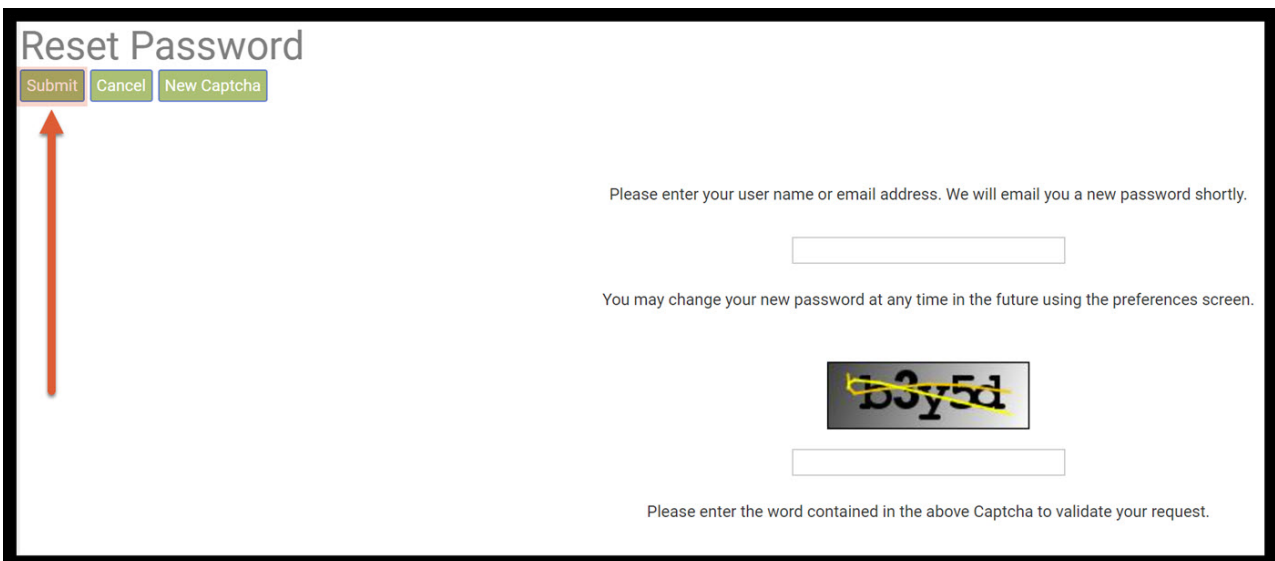
Forgotten passwords are a common issue for users of online platforms. Thankfully, most platforms offer a straightforward process to reset your password from the login page. This guide explains how to reset your password in simple terms. Below is a step-by-step guide for resetting your password.

Step 1: Reset Your Password From the Login Page: On the Log In page underneath the log in area is link to reset your password. Click on "Click here to reset your password". Clicking on this link will begin the password reset process.

Step 2: Enter in the Account Information: After Clicking on "Click here to reset your password," you will be directed to a new page asking for information to identify your account.   Enter the requested information and click Submit.

Step 3: Check Your Email: SIPS will send a password reset email address you have provided. Open your email and look for an email from SIPS. If you do not see it in your inbox, check your spam or junk folder. The email should contain a link to reset your password. Follow the directions in the email to reset your password.

Step 4: Click the Password Reset Link: Open the email and find the link to reset your password. Click the link to go to the password reset page. If the link doesn't work, ensure you're using the correct email client and that the link is complete. Use the temporary password that was given to you in the email on the preference page as the old password to reset the new password. The preferences page is found under settings.

Step 5: Enter a New Password: On the preference page, you will be prompted to create a new password. Enter your new password and click "Save" to complete the process.

Step 6: Log Out: Log back out of SIPS to get you back to the login page to test the new password. The logout button is in the upper right-hand corner of the screen.

Step 7: Log in With Your New Password: After resetting your password, return to the login page and enter your new password to ensure it works. If you can log in successfully, you've reset your password. If not, double-check that you've entered the correct email address or username, and try again.

If you feel you need more support or would like to set up demo time with one of our representatives, please contact us at: +1-888-449-6917 or support@planscout.com