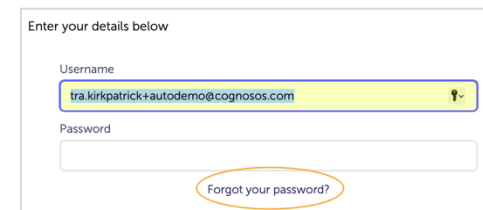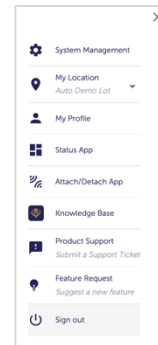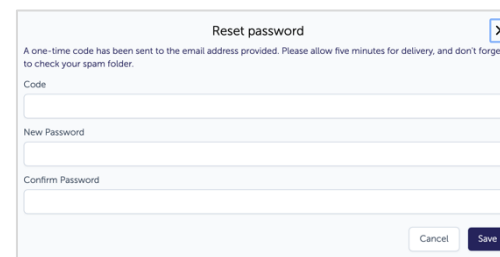# How to change FORGOTTEN password:
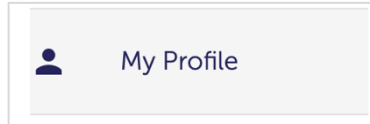
1 If you are logged into the portal, first sign out to return to the login screen. If you are not currently logged in, go to Step 2.

2 On the login page, enter your username (email address) and select Login. Click Forgot Your Password?.

3 Check your email for the code. Return to Login page; enter ID and use code from email for the password. Input code again in Reset password window; enter and confirm new password and save. Use new password moving forward.

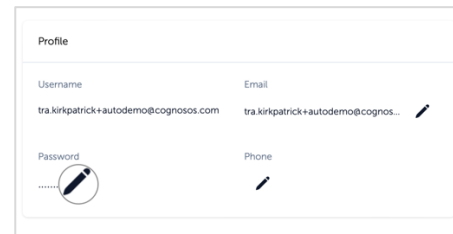***Need Assistance?*** Check out the Logistics section of the Knowledge Base or contact us at support@cognosos.com.

Forgot Password

How to change user password (after logged in):

1 Log into the Cognosos portal if not already logged in. Select the hamburger menu (upper right) and then My Profile.
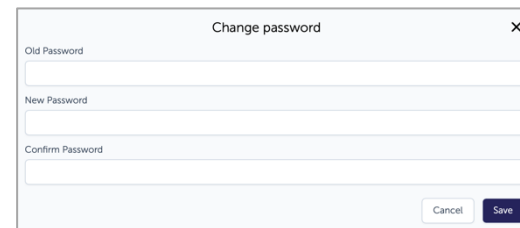

2 Click the pencil icon in the Password field.

3 Enter your old (current) password. Enter and confirm new password. Save. Use the new password to log in moving forward.

If you do not remember your old password, follow the instructions for changing a forgotten password.

Need Assistance? Check out the Logistics section of the Knowledge Base or contact us at support@cognosos.com.

Change Password