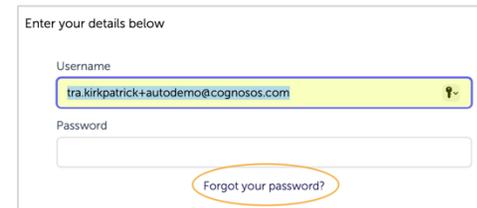
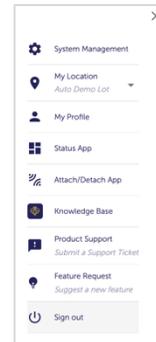
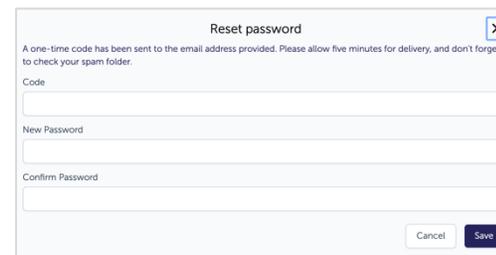


## How to change **FORGOTTEN** password:

- 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; input username and use email code as temporary password. Input code again in Reset password window; enter and confirm new password and save. Use new password moving forward.

A screenshot of a login form titled 'Enter your details below'. It has two input fields: 'Username' containing 'tra.kirkpatrick+autodemo@cognoscos.com' and 'Password'. Below the password field is a link labeled 'Forgot your password?' which is circled in orange.A screenshot of a 'Reset password' form. It contains three input fields: 'Code', 'New Password', and 'Confirm Password'. At the bottom right are 'Cancel' and 'Save' buttons. A message at the top states: 'A one-time code has been sent to the email address provided. Please allow five minutes for delivery, and don't forget to check your spam folder.'

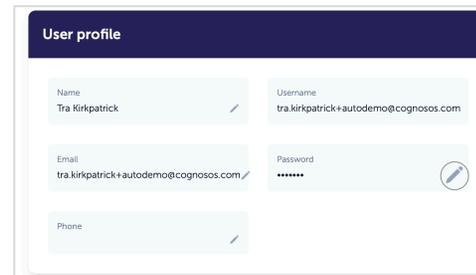
**Need Assistance?** Check out the User Management section of the Knowledge Base or contact us at [support@cognoscos.com](mailto:support@cognoscos.com).

## 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.

A screenshot of a "User profile" form. The form has a dark blue header with the text "User profile". Below the header are several input fields: "Name" (Tra Kirkpatrick), "Username" (tra.kirkpatrick+autodemo@cognosos.com), "Email" (tra.kirkpatrick+autodemo@cognosos.com), and "Phone". The "Password" field is highlighted with a light blue background and contains a pencil icon on the right side, indicating it is the field to be edited.

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

A screenshot of a "Change password" dialog box. The dialog has a title bar with "Change password" and a close button (X). It contains three input fields: "Old Password", "New Password", and "Confirm Password". At the bottom right, there are two buttons: "Cancel" and "Save".

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

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