

Jackrabbit User ID Passwords

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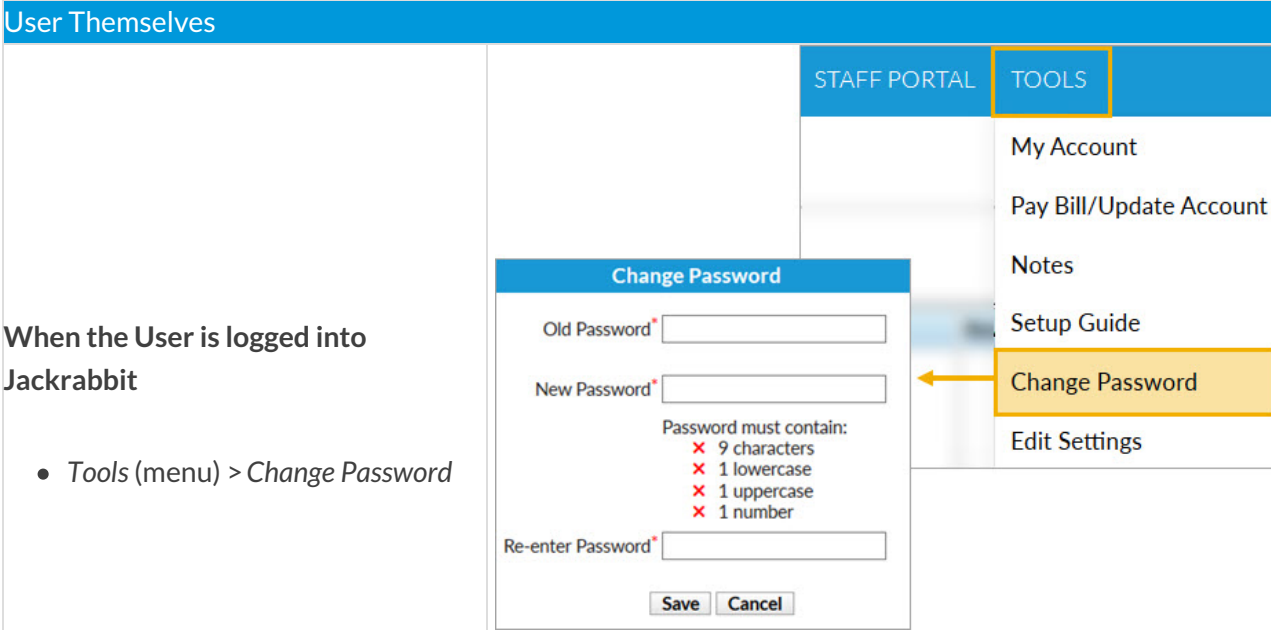
Jackrabbit **User ID** passwords are **case sensitive** and must contain **at least**:

- 9 characters
- 1 lowercase
- 1 uppercase
- 1 number

Things happen, passwords may need to be changed or they can be forgotten.

There are several ways a Jackrabbit User ID password can be managed, either by the User themselves or by another Jackrabbit User who has been given the required permissions, *Manage Users & Permissions* (Tools category) and *Edit User Permissions* (Tools category). [Learn more about User Permissions.](#)

User Themselves



When the User is logged into Jackrabbit

- Tools (menu) > Change Password

- Enter a new password that meets the requirements (will

be indicated with a green check mark).

From the Jackrabbit Login Page

- *I forgot my password*

The screenshot shows the Jackrabbit User Login page with fields for User ID and Password, and a Log In button. A modal titled "Forgot Password" is open, showing the Jackrabbit Technologies logo and instructions: "Enter your User ID and Email Address on file, and click 'Reset My Password', so we can send you an email with a password reset link. This link is valid for 2 hours." The modal has fields for User ID and Email Address, and buttons for "Reset My Password" and "Cancel". A yellow arrow points from the text "I forgot my password" to the "Forgot Password" modal.

- The *Email Address on file* is the address that was used when the User ID was created or last modified in Jackrabbit. If the User ID or email on file are not known, a User with the correct permissions can help or contact support@jackrabbittech.com. To be able to assist, they'll need the User's full name and the name of the organization.
- The reset password link is only valid for 2 hours.

Other Jackrabbit User (with correct permissions)

From within Jackrabbit

- *Tools (menu) > Manage Users & Permissions > select User ID*

User: DIHARRIS

The screenshot shows the Jackrabbit User Details page for User: DIHARRIS. At the top, there are buttons for "RETURN", "SAVE CHANGES", and "DELETE". Below this is a navigation menu with options: "USER DETAILS", "USER PERMISSIONS", "USER ACCESS-LOCATIONS", "USER ACCESS-CATEGORY1", and "USER ACTIVITY". The "USER DETAILS" section is active, showing a "Reset Password" button (highlighted with a yellow box and a hand cursor) and a "Clone User" button. Below the buttons, the user information is displayed: "UserID DIHARRIS Org Jackrabbit Help Center", "First Name Dianne", and "Last Name Harris".

- Use the **Reset Password** button to generate a temporary password
- Notify the User and advise them to log in and change their password to one of their choice.



For the security of your data, the Jackrabbit system will block a User ID's access to your database after three failed login attempts and change the User ID status to **Locked Out**. Only a User with both permissions "Manage Users & Permissions" and "Edit User Permissions" can change the status back to **Normal**. [Learn more about User ID Login Status](#)
