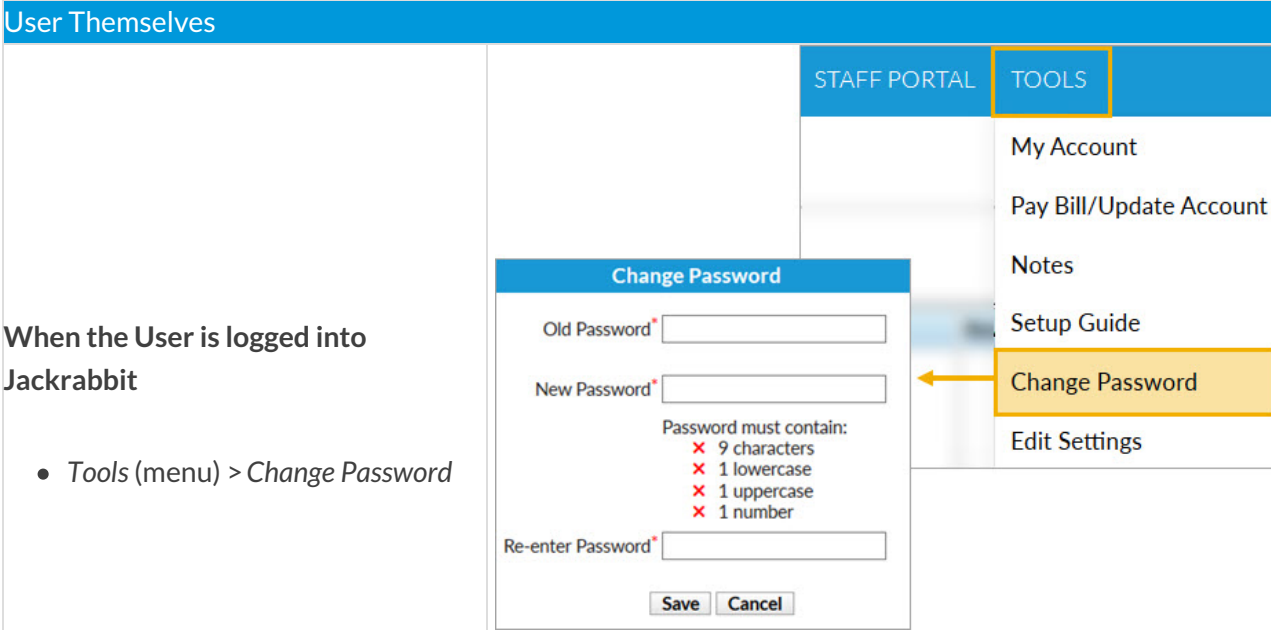# Jackrabbit User ID Passwords

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*	**Jackrabbit User Login** **User ID** **Password** **Log In** ← **I forgot my password** **Forgot Password** **Jackrabbit** Technologies 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. **User ID** **Email Address** **Reset My Password** **Cancel** • 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** ← RETURN SAVE CHANGES DELETE **User Details** USER DETAILS USER PERMISSIONS USER ACCESS-LOCATIONS USER ACCESS-CATEGORY1 USER ACTIVITY Reset Password Clone User UserID DIHARRIS Org Jackrabbit Help Center First Name* Dianne 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.*