Forgot Password

Employees who have forgotten their password can replace it themselves with a new one, provided this function is enabled by the administrator. A prerequisite is that a valid e-mail address is stored in the system.

- Enter the user name in the login mask and click "Next". In the next step (entering the password), click the link "Forgot password?".
- In the "Reset password" mask, enter your own user name or your own unique e-mail address stored in the system and submit the form.
- An e-mail has been sent by the system, which can be found in your inbox a few minutes later.
- Click the automatically generated link to get to the password change mask. The link is only valid for a limited time (by default 24 hours). As long as a valid link exists, no further reset can be requested.
- In the password change mask, enter the new password, according to the password policy, twice identically ("New password" and "Confirm new password") and click the "Change password now" button.
- The message "Password changed successfully!" appears, and the new password is valid immediately. With "Continue to application" you get into Webdesk.