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| **[KD-3190]**[**User does not receive a password reset email link ( functional error)**](http://jira.pasv.us/browse/KD-3190)Created: 26/Apr/24  Updated: 28/Apr/24 | |
| **Status:** |  |
| **Project:** | CRM |
| **Component/s:** | [Login page](http://jira.pasv.us/issues/?jql=project%3D10009%20AND%20%22component%22%3D10113%20ORDER%20BY%20priority%20ASC) |
| **Affects Version/s:** | None |
| **Fix Version/s:** | None |

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| **Type:** | Bug | **Priority:** | High |
| **Reporter:** | [Ecaterina Grincic](http://jira.pasv.us/secure/ViewProfile.jspa?name=egrincic82) | **Assignee:** | Unassigned |
| **Resolution:** | Unresolved | **Votes:** | 0 |
| **Labels:** | ResetPasswordpage | | |
| **Remaining Estimate:** | Not Specified | | |
| **Time Spent:** | Not Specified | | |
| **Original Estimate:** | Not Specified | | |
| **Environment:** | Device name LAPTOP-D9UBMFD8  Processor 11th Gen Intel(R) Core(TM) i3-1115G4 @ 3.00GHz 3.00 GHz  Installed RAM 8.00 GB (7.80 GB usable)  Device ID 1B71DD00-C8C8-419D-A51C-376EC565AF00  Product ID 00356-02759-01129-AAOEM | | |

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| **Attachments:** |  |
| **Issue Links:** | |  |  |  |  | | --- | --- | --- | --- | | **Associated bugs and stories** | | | | | associated with |  |  |  | |
| **Steps to reproduce:** | Precondition:  The registered user navigated to <https://kompot/us/login>  1. Click on the link "Forgot password"  2. The user is on the page "Reset password"  3. Enter a valid registered email into the email field: [egrincic82@gmail.com](mailto:egrincic82@gmail.com)  4. Click on the button "Send password reset link"  5. Verify the email for the link |
| **Expected result:** | Receiving an email to the specified address with the password reset link. |
| **Actual result:** | The email with the password reset link is not received at the specified email address |

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| **Description** |  |

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| No password reset email is sent to the user's email account |

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| **Comments** |  |

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| Comment by [Ecaterina Grincic](http://jira.pasv.us/secure/ViewProfile.jspa?name=egrincic82) [ 28/Apr/24 ] |
| The severity of the bug is medium |