


Password Reset

Create subtask Link work item Create ...

 Darren raised this request via Jira

[View request in portal](#)

Description

Hello.

I seem to have forgotten my device password. Could you reset it for me, thanks

Documentation: Resolve this issue

Resolution

Done



Linked Issues

causes

Issue

PASSWORD RESET x




Begin typing to search for issues to link. If you leave it blank, no link will be made.

Comment

Reply to customer

Add internal comment

 Your comments will not be visible to customers on the portal.

User needed a password reset. Before initiating, I contacted the user to verify their identity and also checked the device's location details for further confirmation.

Demonstration of password reset

