**Change Password – Customer Web Portal (moonstride)**

*Keep your account safe and secure by updating your password at any time—or quickly reset it if you’ve forgotten your login details.*

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**1. Change Password (from your profile)**

If you want to change your password while logged into the Customer Web Portal:

* Click your **username** on the portal’s home screen for the account menu.
* Select **Update Registration Information**.

[Insert screenshot here: Customer Web Portal homepage showing username/profile dropdown and Update Registration Information option]

* On the screen that appears, enter your new password and confirm as prompted.
* Save changes.

[Insert screenshot here: Update Registration Information form with Change Password fields]

Your password is now updated for your next login.

**2. Forgotten Password (Password Reset)**

If you’ve forgotten your password and can’t log in:

* Go to the Customer Web Portal login page and click **Forgot Password**.

[Insert screenshot here: Login page with Forgot Password link highlighted]

* Enter your registered email address when prompted.
* Once moonstride verifies the address, a password reset link is sent to your inbox.

[Insert screenshot here: Email requesting password reset; sample password reset email]

* Click the link in the email. You will be taken to a page where you can create a new password.

[Insert screenshot here: Password reset page/form]

After saving, you can log in with your new password.

**3. See Also**

* [Manage Profile – Customer Web Portal](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Customer Portal Login and Security](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary**

Changing or resetting your password in the moonstride Customer Web Portal is simple and secure—just use the profile menu for regular changes or the Forgot Password link for fast recovery.