Password Reset Guide

1. Initiate the password reset

Navigate to the login page of the website or app. Click the "Forgot password?" or "Reset password" link. If you can't find the link, look for a "Help" or "Support" section on the site.

2. Enter your account details

You will be asked to enter your email address, username, or phone number associated with the account. Some services may ask you to answer security questions to verify your identity. A password reset link or verification code will be sent to your email or phone.

3. Follow the verification link

Check your email or phone for the message from the service. Click the secure link or enter the one-time code to proceed with the password reset. If you did not receive a message, check your spam folder.

4. Create a new password

Choose a strong, unique password for your account. It should be at least 12–16 characters long and include a mix of uppercase and lowercase letters, numbers, and special symbols. Do not reuse an old password, use common dictionary words, or include personal information that is easy to guess. Consider using a reputable password manager to generate and store your passwords securely.

5. Update your records

If you use a password manager, update your entry with the new password. If you have written down a hint for your password, make sure it still helps you remember the new one.

Protect yourself with stronger security habits

Enable multi-factor authentication (MFA). This adds a crucial second layer of security to your accounts, such as a one-time code sent to your phone. Use unique passwords for all accounts. This prevents a security breach on one site from compromising your other accounts. Install software updates. Updates for your operating system and apps often contain security fixes that protect your information. Avoid downloading suspicious files. Unsolicited PDF downloads could contain malware or be a phishing attempt. Always trust the official reset process.