

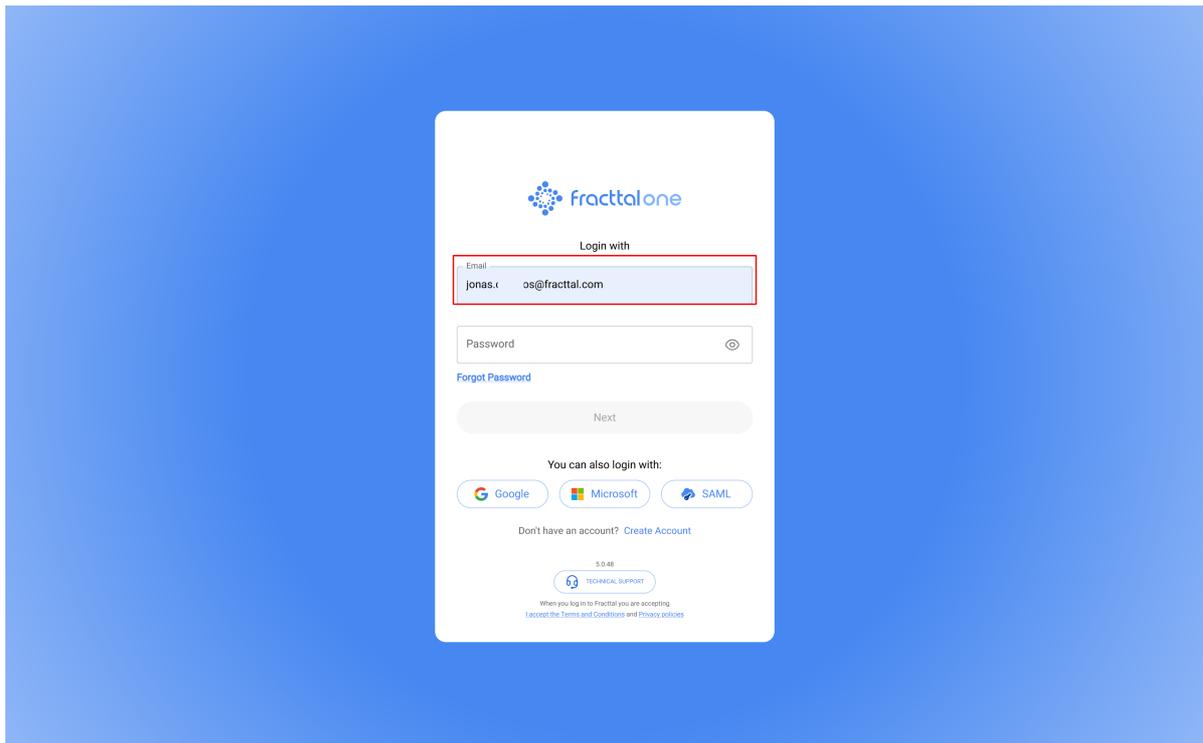
Have you forgotten your password? Reset it?

 help.fracttal.com/hc/en-us/articles/25222967067917-Have-you-forgotten-your-password-Reset-it

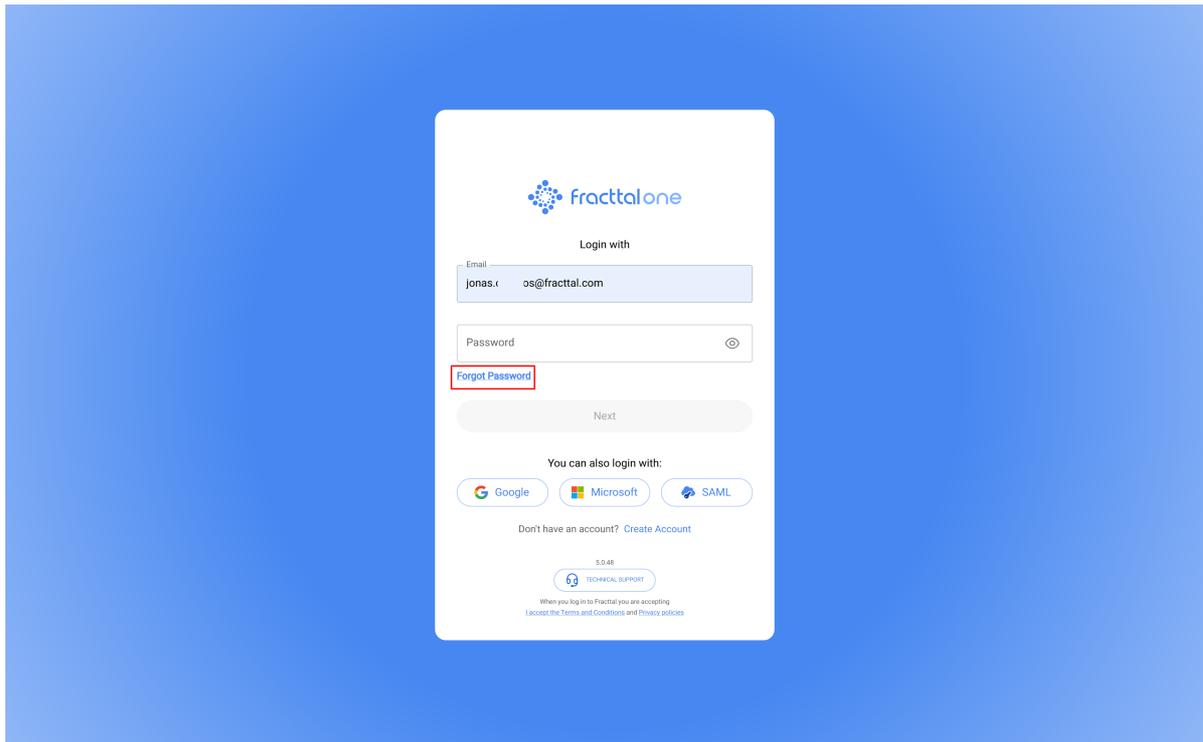
If your account is locked due to multiple failed login attempts, you will see a message notifying you of the lock. Below, we explain the steps to recover or reset your password:

Steps to Recover Your Password on Fractal One:

1. Enter your registered email address in Fractal One.

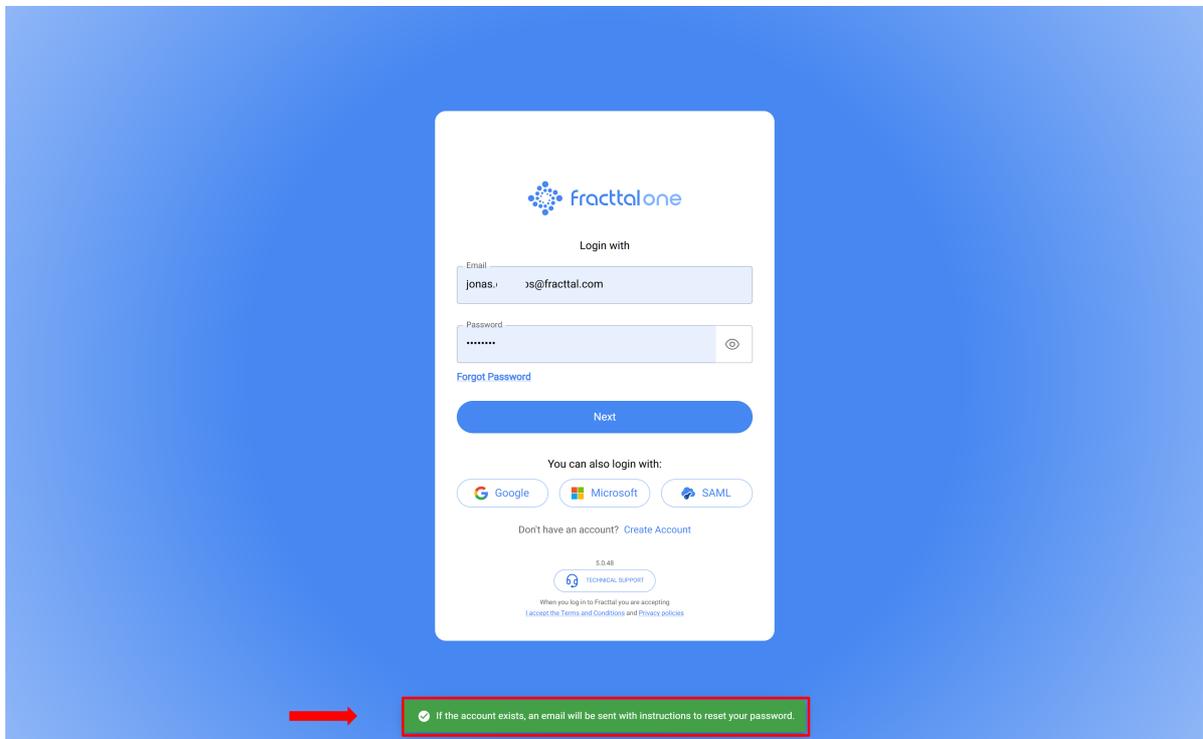


2. Click on the **"Forgot my password"** option.



3. A message will appear saying:

"An email has been sent to your registered address with instructions to reset your password."



4. Go to your inbox (or SPAM folder) and look for an email from no-reply@fractal.com.

5. Open the email and click on the button or link "**Change Password**".



Restablecer Contraseña

Hola

Recibimos tu solicitud para restablecer la contraseña de tu cuenta. Si realmente deseas cambiarla, haz clic en el botón a continuación. Si no solicitaste este cambio, puedes ignorar este mensaje.

Ten en cuenta que esta solicitud estará vigente durante las **próximas 72 horas**. Si expira, deberás realizar una nueva solicitud para restablecer tu contraseña.

[Cambiar contraseña](#)

6. You will be redirected to a page where you need to to:
 - o Select the company or database where you want to reset your password (if you manage multiple companies).
 - o Enter a new password and confirm it by typing it again.

The screenshot shows the 'Change password' form on the Fractal One platform. At the top is the Fractal One logo. Below it is the title 'Change password'. The form consists of three main input areas: a 'Company' dropdown menu with '(Am) Fractal Demo' selected, a 'New Password' field with masked characters, and a 'Confirm New Password' field also with masked characters. A blue 'Change' button is positioned below these fields. At the bottom of the form, there is a 'TECHNICAL SUPPORT' link and a disclaimer: 'When you log in to Fractal you are accepting [Accept the Terms and Conditions](#) and [Privacy policies](#)'. Three red arrows on the right side of the form point to the company dropdown, the 'New Password' field, and the 'Confirm New Password' field.

7. Click **"Change"** to proceed.

This screenshot is identical to the one above, showing the 'Change password' form. The primary difference is that the blue 'Change' button is now enclosed in a red rectangular box, indicating that it is the element to be clicked to proceed with the password change.

Your password has been successfully updated. You can now log in to **Fractal One**.

Important:

- If you have multiple accounts, you'll need to repeat these steps for each one.

- Make sure to create a secure password with at least 8 characters, including uppercase letters, lowercase letters, numbers, and symbols.