

Password reset in Fractal One – Help Center

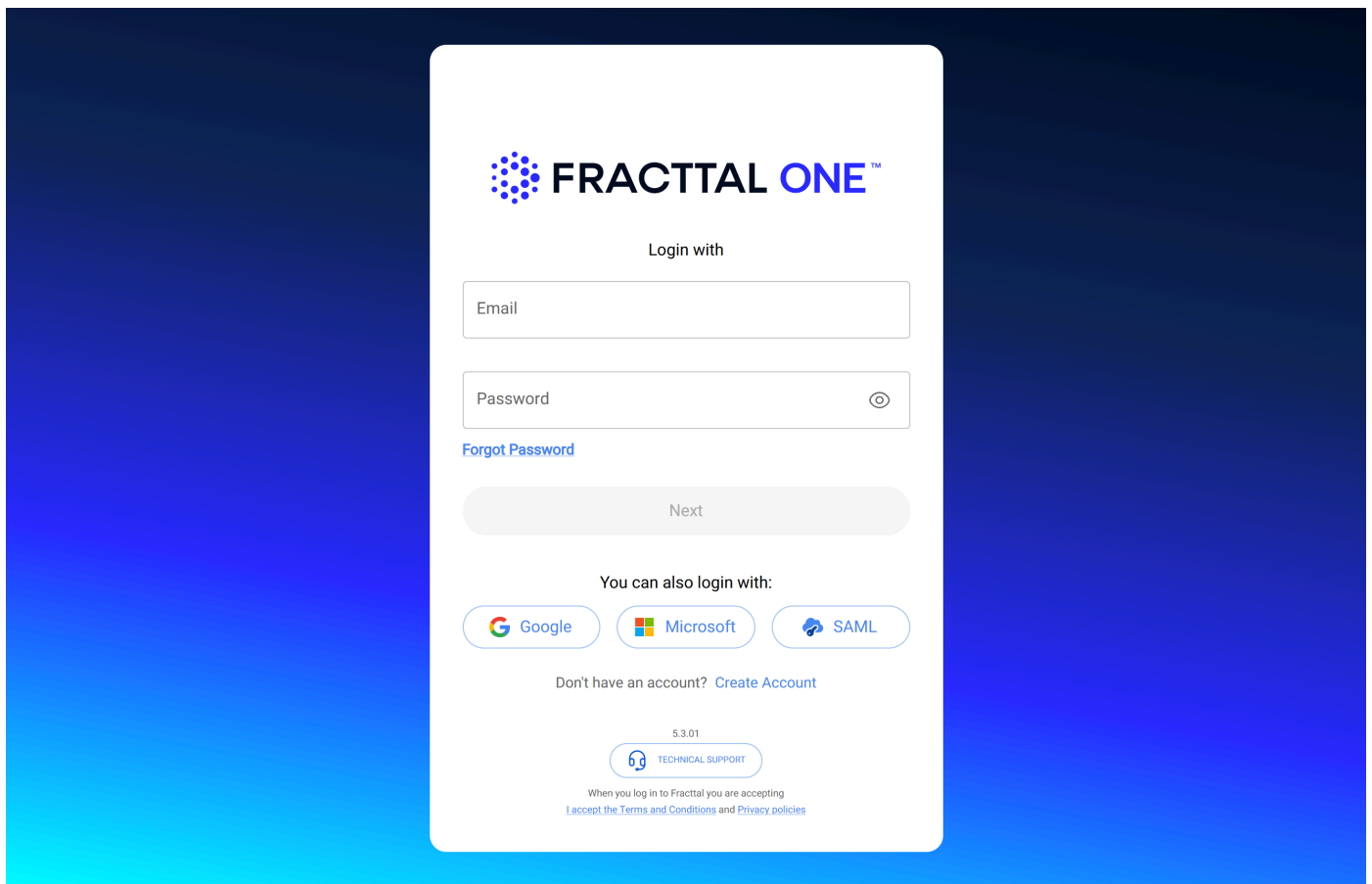
 help.fractal.com/hc/en-us/articles/33833943236109-Password-reset-in-Fractal-One

If you have forgotten your password and cannot access your account, Fractal One allows you to recover it easily and quickly. Below are the steps to successfully reset your password:

Steps to reset your password

Access the login page

Open your browser and go to the Fractal One login page.



On the login page, enter your email address in the provided field.



Login with

Email

Password

[Forgot Password](#)

You can also login with:

Don't have an account? [Create Account](#)

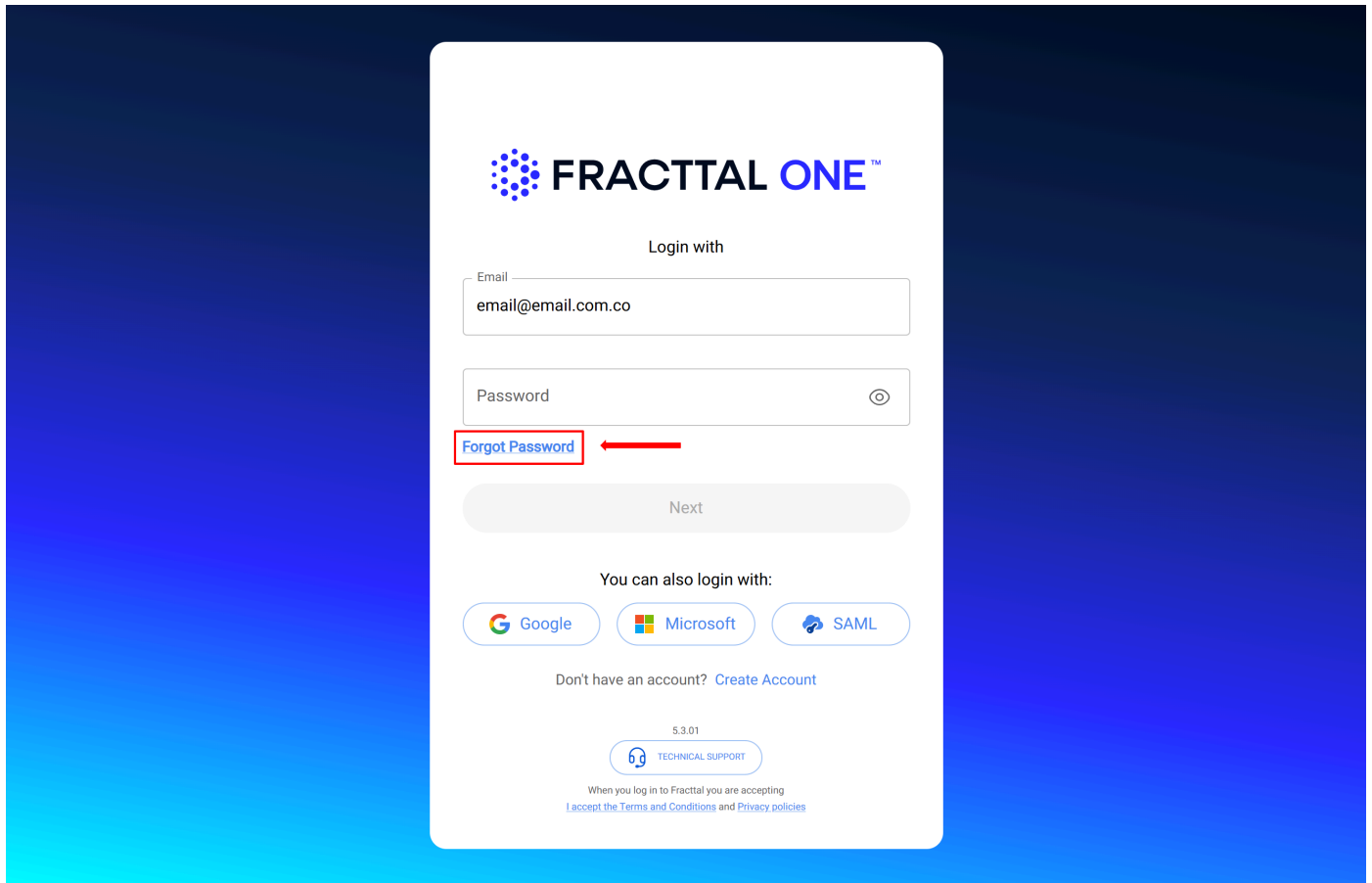
5.3.01



When you log in to Fractal you are accepting
[I accept the Terms and Conditions and Privacy policies](#)

Select the "Forgot your password?" option

Just below the password field, you will find a link labeled "Forgot your password?".

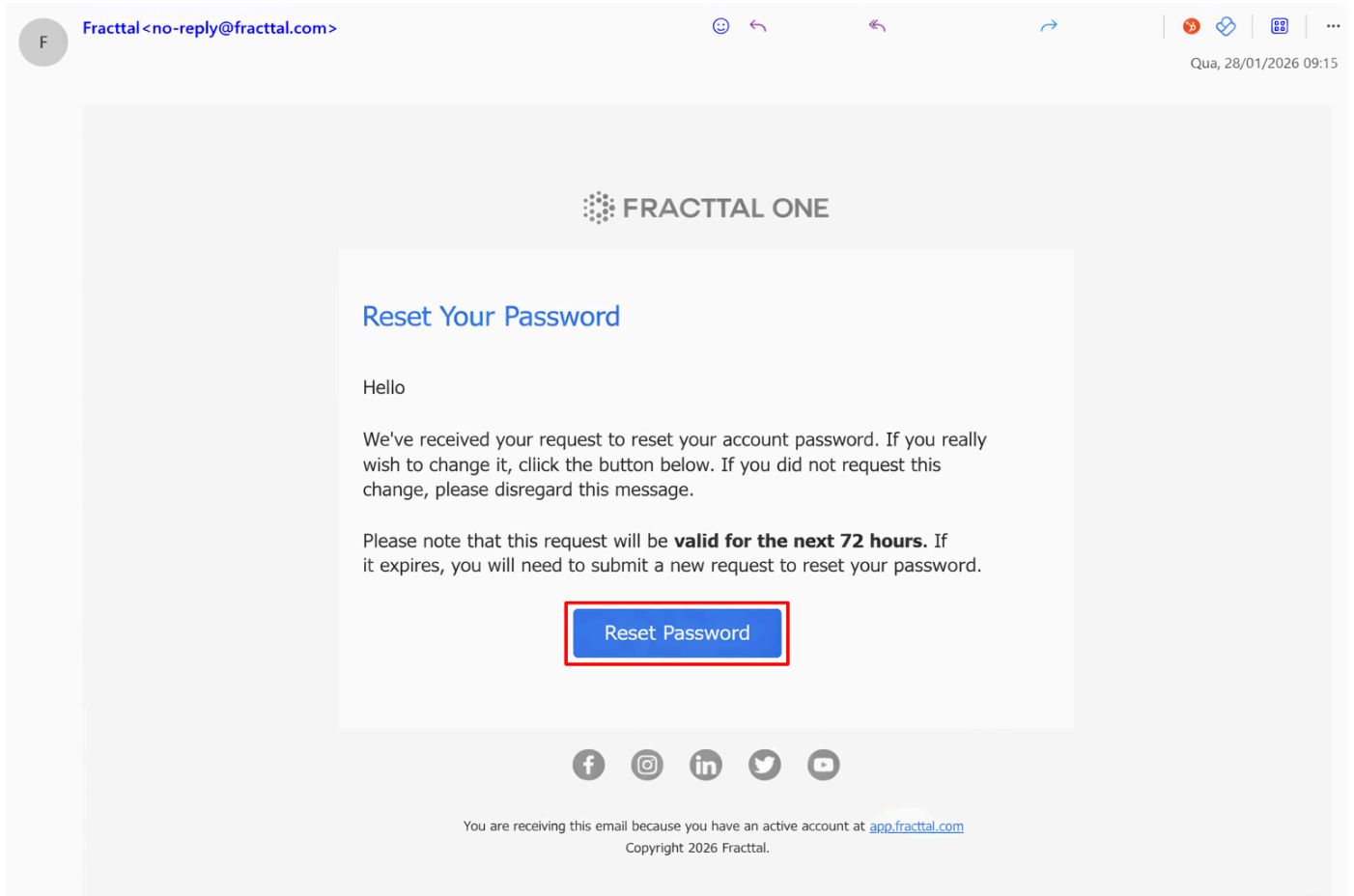


Click on it to begin the recovery process.

Password recovery in Fractal One

After requesting a password reset, you will receive an email at the provided address.

Go to your inbox and look for the email with the subject "**Reset your password**".



In the email, click on the "Change password" button.

Select the company

By clicking the link, you will be redirected to the password recovery page.



Change password

Company

 (Am) Fractal Demo ▼

New Password

Password is too short (the minimum is 6 characters)

Confirm New Password

Change



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If you have access to multiple databases (companies) in Fractal One, a list of available databases will be displayed.



Change password

Company
🏠 (Am) Fracttal Demo

New Password

Password is too short (the minimum is 6 characters)

Confirm New Password

Change



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Change password

Company
🏠 (Am) Fracttal Demo

(Am) Fracttal Demo

(Am) Activación Fracttal

(Am) Activación fracttal

(Am) Activación Fracttal

(Am) Activación Fracttal

(Am) IoT Activación

(Free) fracttal

Select the company for which you want to change your password.

Create a new password

You will then be prompted to enter your new password.

Enter your new password in the first field.


The screenshot shows a 'Change password' form for Fractal One. The 'Company' dropdown is set to '(Am) Fractal Demo'. The 'New Password' field contains masked characters, with a red box highlighting the first few and a red arrow pointing to them. The 'Confirm New Password' field is empty. A red error message 'Passwords do not match' is displayed below the confirm field. A 'Change' button is at the bottom, along with a 'TECHNICAL SUPPORT' link and a footer note about terms and conditions.

Then, confirm the password by entering it again in the second field.




Change password

Company

 (Am) Fractal Demo ▼

New Password

Confirm New Password

***** 

Change




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Click the "**Change**" button to complete the process of updating your password.



Change password

Company

 (Am) Fractal Demo ▼

New Password

.....

Confirm New Password

.....

Change



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Log in to Fractal One

Once your password has been updated, you will be redirected back to the login page.



Change password

Company

 (Am) Fractal Demo ▼

New Password

.....


Confirm New Password

.....

Change

 TECHNICAL SUPPORT

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 Your Password has been changed

- Enter your email address and the new password you just created.
- Click "**Log in**". That's it! You now have access to your account.

Password Reset Confirmed

Hello

The password for your Fracttal account has been changed.
You can now log in with your new password.

If you have any questions, please contact us at support@fracttal.com,
we're here to help!

Login Now



You are receiving this email because you have an active account at app.fracttal.com

Copyright 2026 Fracttal.

Email confirmation

A confirmation will be sent to your email address to validate the password change action.

Essential security recommendations for your account

- **Password confidentiality:** Never share your password with third parties. Your password is personal and non-transferable.
- **Regular updates:** It is recommended to update your password regularly to strengthen the security of your account.
- **Password complexity:** Ensure that your password has a minimum length of 6 characters.
- **Character variety:** For added security, combine uppercase and lowercase letters, numbers, and symbols in your password.

Notes:

- **Validity of the recovery link:** The password reset link sent to your email is valid for 72 hours. If this period expires, you will need to start the recovery process again.
- **Folder check:** If you cannot find the recovery email in your main inbox, we suggest checking the "Spam" or "Junk" folders of your email provider.

- **Company selection:** If you manage multiple companies, it is essential to select the correct database when resetting your password to avoid any inconvenience.