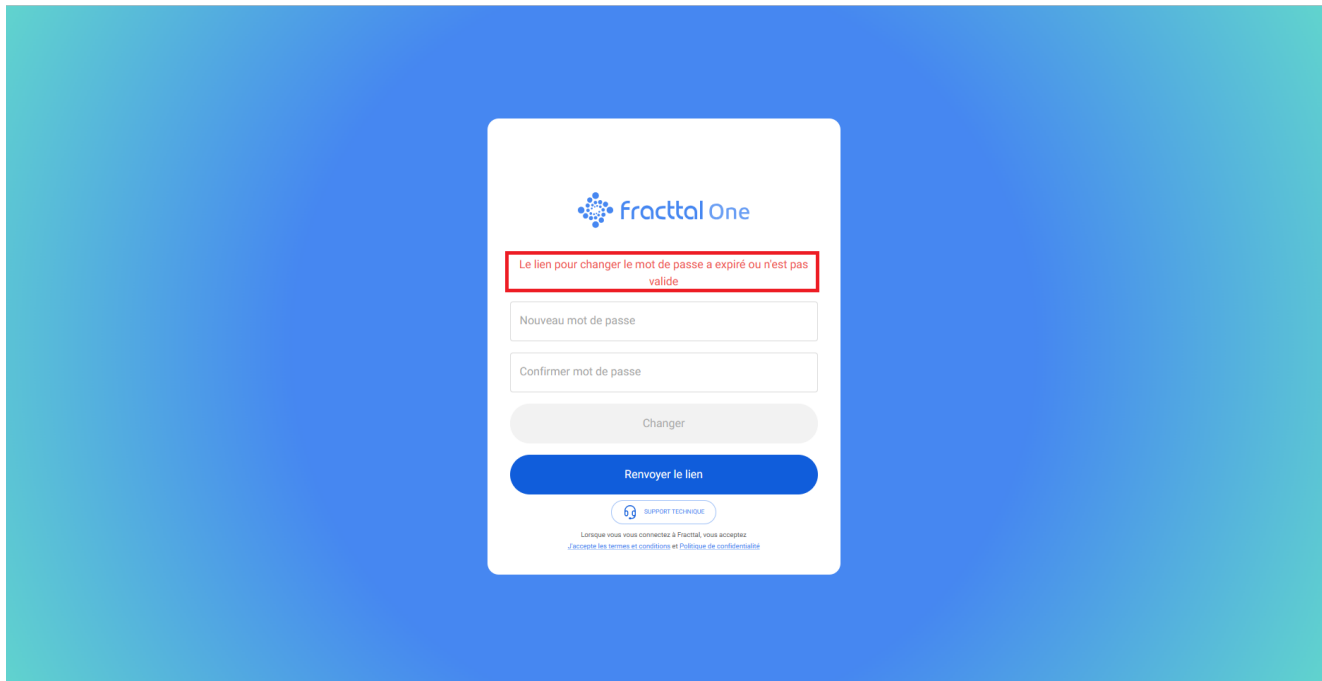


Has your login token expired? Make the request again.

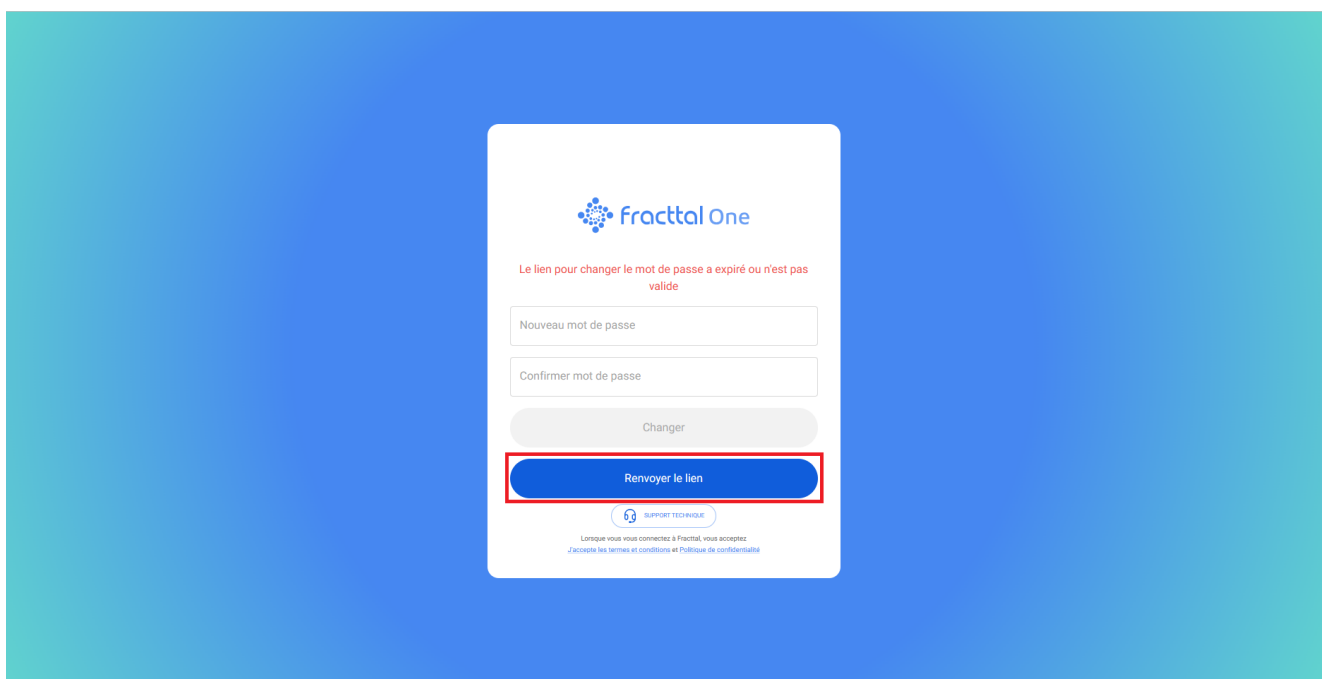
help2.fracttal.com/hc/en-us/articles/25192001534221-Has-your-login-token-expired-Make-the-request-again

If you let more than 72 hours pass after receiving the e-mail to set your password for the first time, you will see this message:



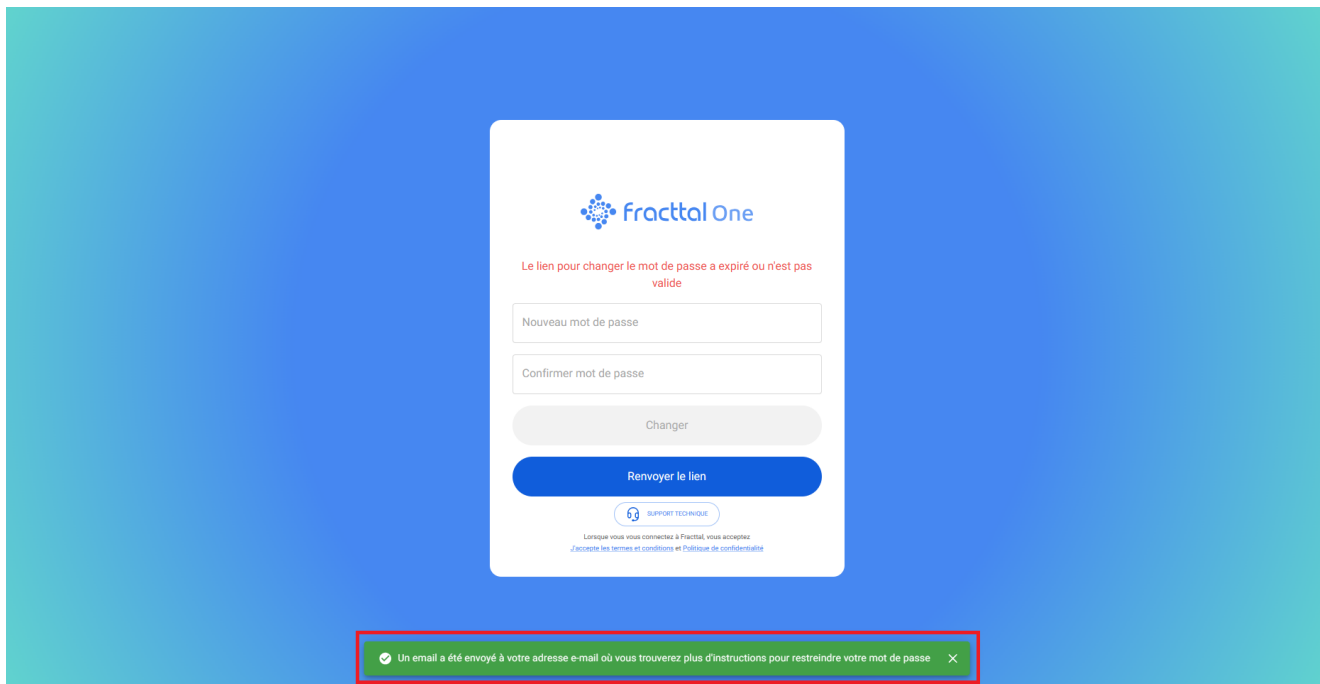
The screenshot shows a white form on a blue background. At the top is the Fractal One logo. Below it is a red-bordered box containing the error message: "Le lien pour changer le mot de passe a expiré ou n'est pas valide". Underneath are two input fields: "Nouveau mot de passe" and "Confirmer mot de passe". Below these is a grey "Changer" button and a blue "Renvoyer le lien" button. At the bottom, there is a "SUPPORT TECHNIQUE" link and a small disclaimer: "Lorsque vous vous connectez à Fractal, vous acceptez d'accepter les termes et conditions et Politique de confidentialité".

To reset your password, follow these steps:



This screenshot is identical to the one above, but the blue "Renvoyer le lien" button is highlighted with a red border, indicating the next step in the process.

You will see a message on the bottom of the page: "An e-mail has been sent to your email address where you will find further instructions to reset your password"



If you don't receive an e-mail, check your bulk or SPAM folder for an email from <no-reply@fractal.com> with instructions. Click "Change Password"



Note: If your Token expires again, you will need to go back to STEP 1.

Finally set your new password

