

Password Recovery or Change – Help Center

help.fracttal.com/hc/en-us/articles/32260644162061-Password-Recovery-or-Change

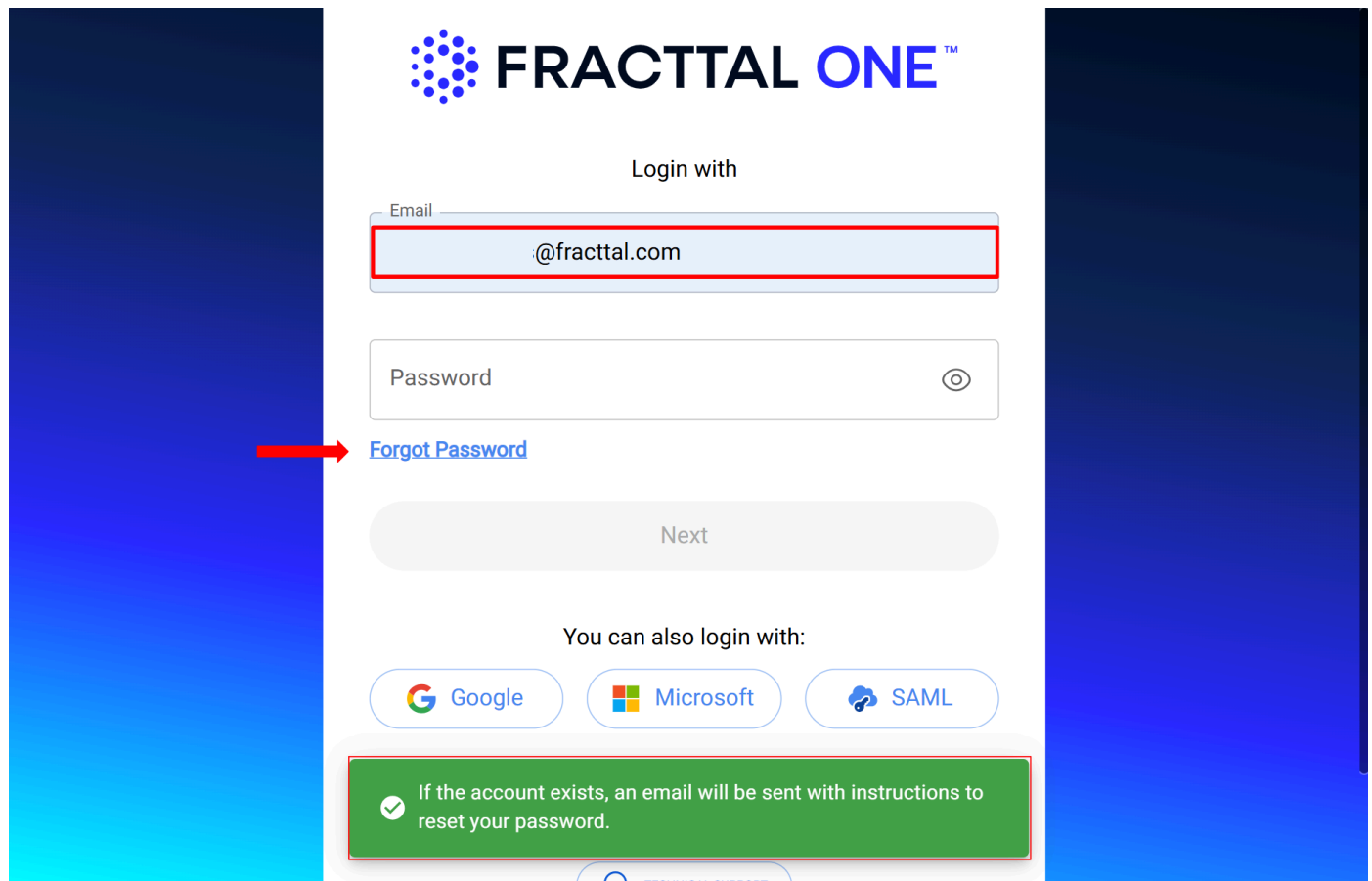
Procedure for Password Change for Users with a Single Company

For users registered with a single company, the password change process is simple and straightforward. The following steps detail the procedure:

1. Password Change Request

On the login screen, enter the email address associated with your account.

Select the "Forgot my password" option.



The screenshot displays the Fractal One login interface. At the top, the Fractal One logo is visible. Below it, the text "Login with" is centered. There are two input fields: "Email" and "Password". The email field contains "@fracttal.com" and is highlighted with a red border. Below the password field, there is a blue link labeled "Forgot Password" with a red arrow pointing to it from the left. Below the "Forgot Password" link is a grey "Next" button. Underneath, there is a section titled "You can also login with:" with three buttons: "Google", "Microsoft", and "SAML". At the bottom, there is a green box with a white checkmark icon and the text: "If the account exists, an email will be sent with instructions to reset your password." Below this box, there is a link for "TECHNICAL SUPPORT".

2. Receipt of Recovery Email

- You will receive an email with a link to reset your password. This link is unique and will be available for 72 hours.
- Click on the link provided in the email. You will be redirected to a page where you can enter a new password.

- Enter the new password and click "Change".



Reset Password

Hello

We received your request to reset your account password. If you really want to change it, click the button below. If you didn't request this change, you can ignore this message.


Please note that this request will be valid for the **next 72 hours**. If it expires, you will need to make a new request to reset your password.

Change password



Change password

Company

 (Am) Fracttal Demo ▼

New Password

.....

Confirm New Password

.....

Change



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

Once the process is complete, you will be able to log in again with your email and new password.

Procedure for Password Change for Users with Multiple Companies

For users who have access to multiple companies under the same user email, the password change process includes an additional step to select the company for which they wish to update the password. The steps are described below:

1. Password Change Request

- On the login screen, enter the email address associated with your account.
- Select the "Forgot my password" option.



Change password

A dropdown menu with a red border, showing a house icon and the text "(Am) Fracttal Demo" with a downward arrow on the right.
.....
.....

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

2. Receipt of Recovery Email• You will receive an email with a link to reset your password. This link is unique and will be available for 72 hours.

- By clicking on the provided link, you will be redirected to a page where you will see the list of companies associated with that user.
- Select the company for which you want to change the password. This step is important because the new password will only apply to the selected company.

After choosing the company, enter the new password and click "Change". This password will be valid only for the selected company.



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