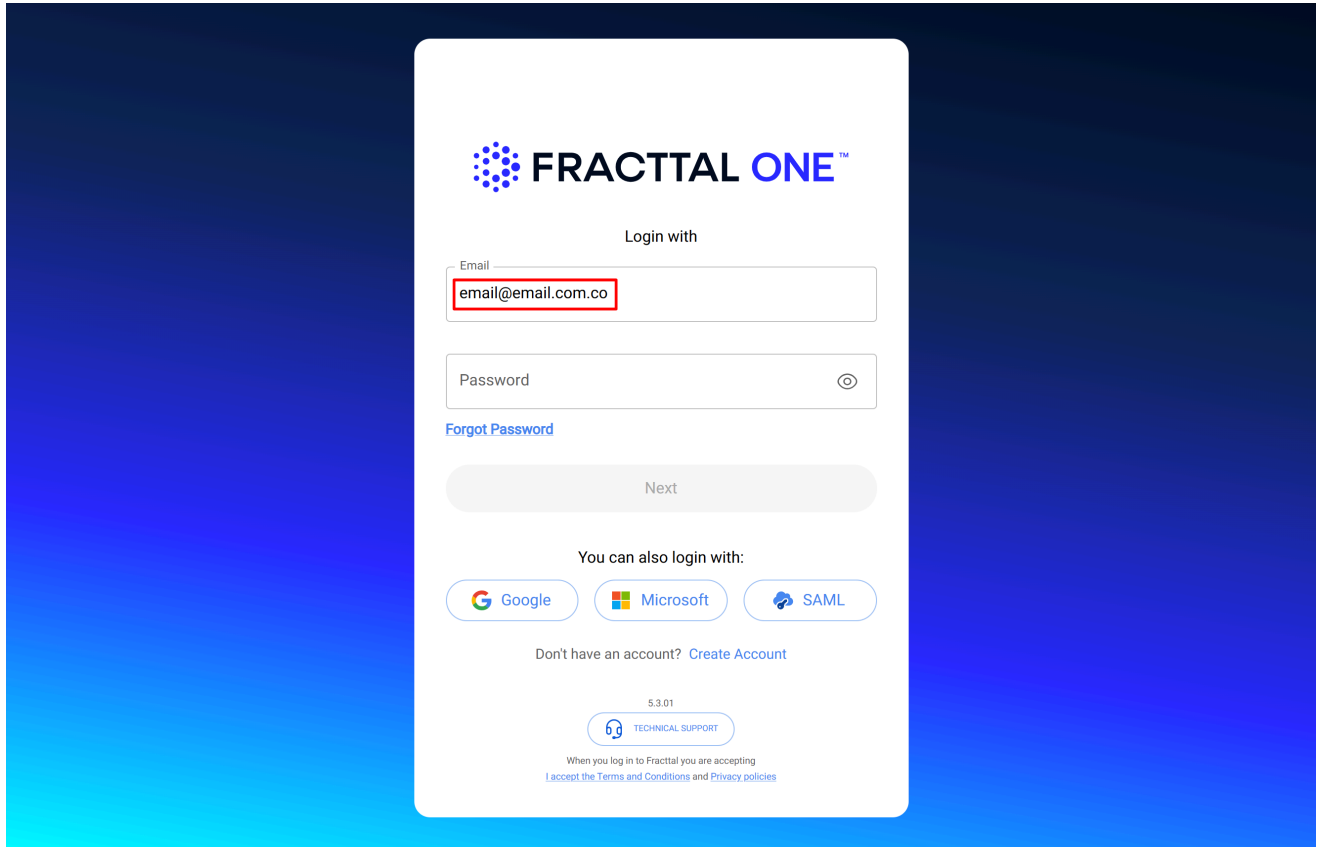


# Have you forgotten your password? Reset it?

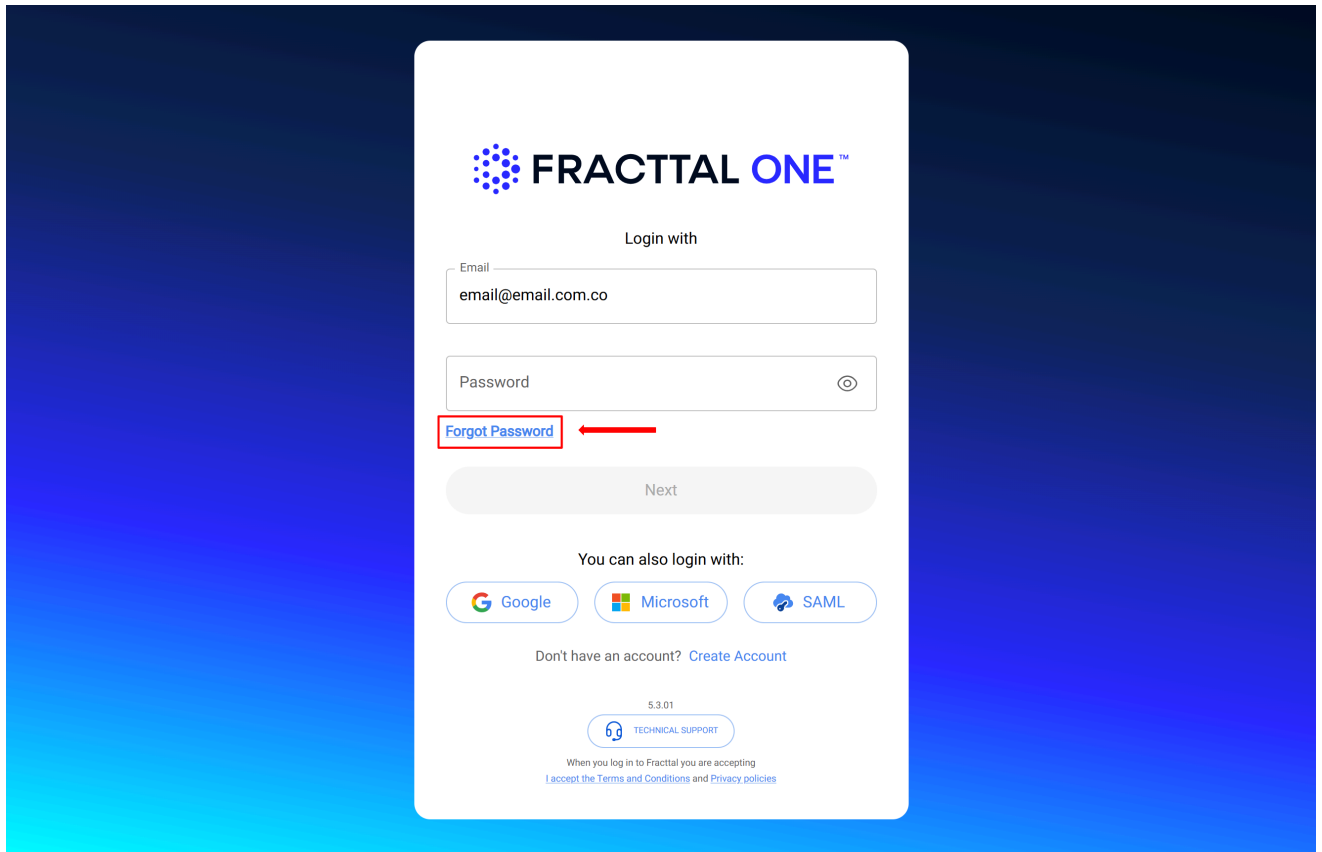
[help.fracttal.com/hc/en-us/articles/25222967067917-Have-you-forgotten-your-password-Reset-it](https://help.fracttal.com/hc/en-us/articles/25222967067917-Have-you-forgotten-your-password-Reset-it)

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:**

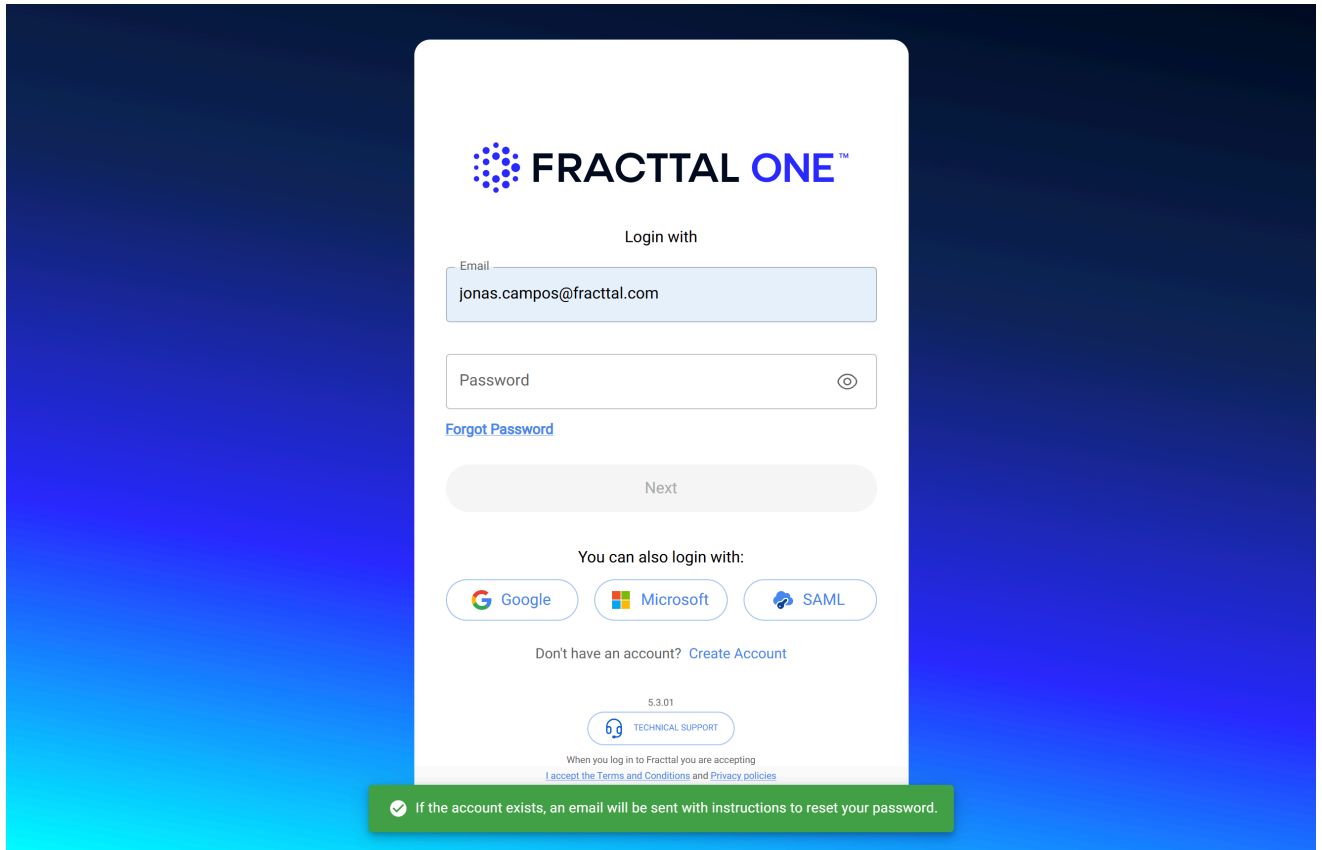
1. Enter your registered email address in Fractal One.



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

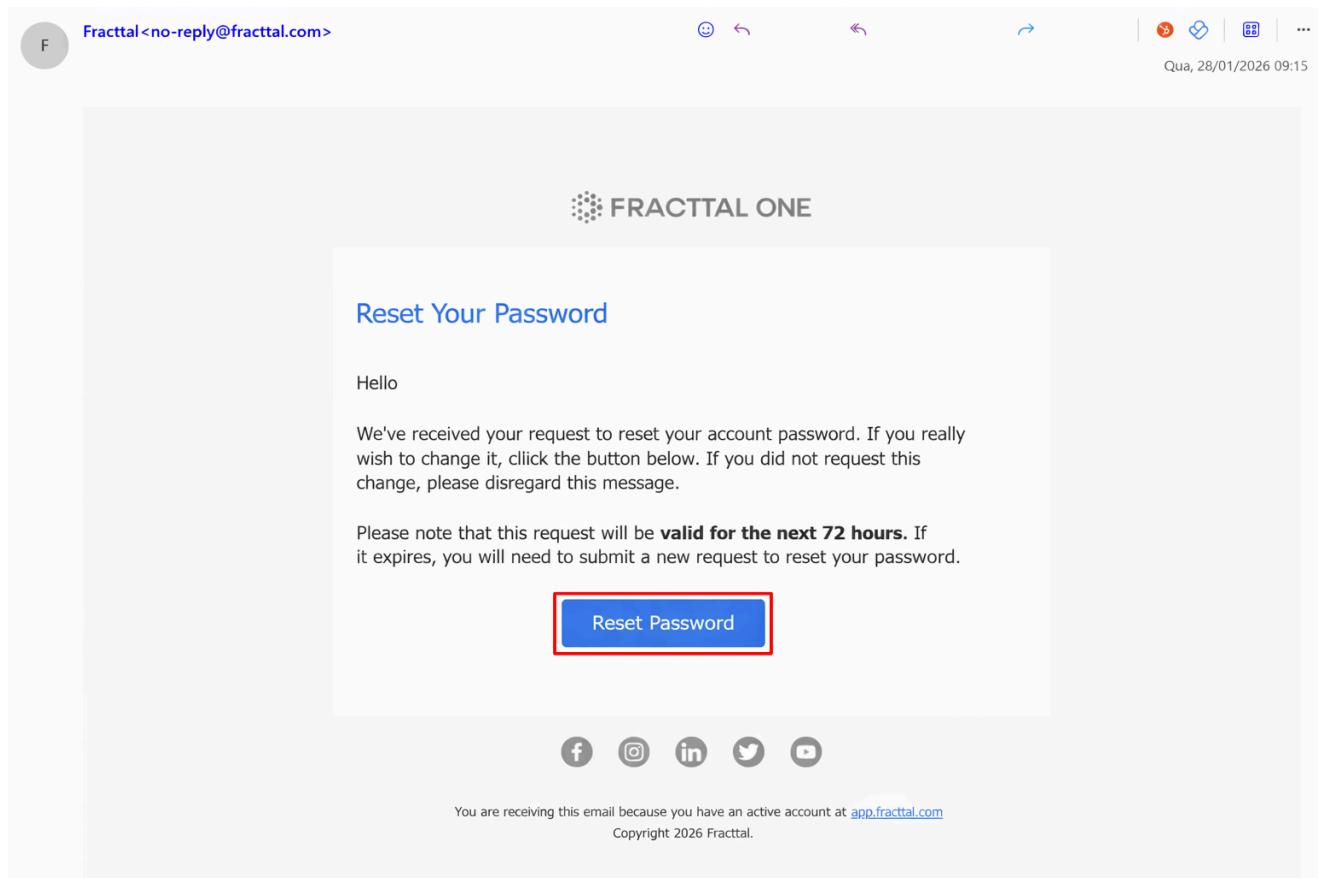


3. A message will appear saying: "An email has been sent to your registered address with instructions to reset your password."



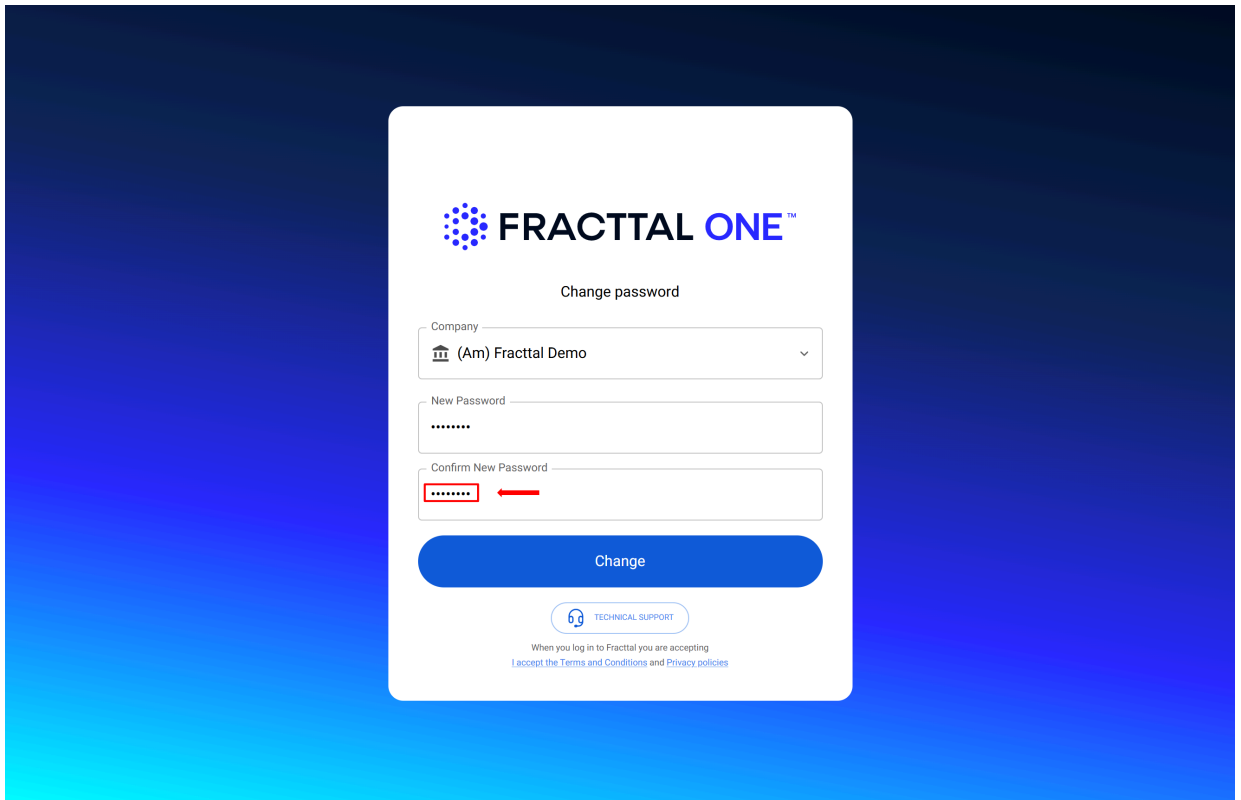
4. Go to your inbox (or SPAM folder) and look for an email from [no-reply@fractal.com](mailto:no-reply@fractal.com).

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



6. You will be redirected to a page where you need 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.



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

**FRACTAL ONE™**

Change password

Company  
🏠 (Am) Fractal Demo

New Password  
\*\*\*\*\*

Confirm New Password  
\*\*\*\*\*

**Change**

🔗 TECHNICAL SUPPORT

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

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.