

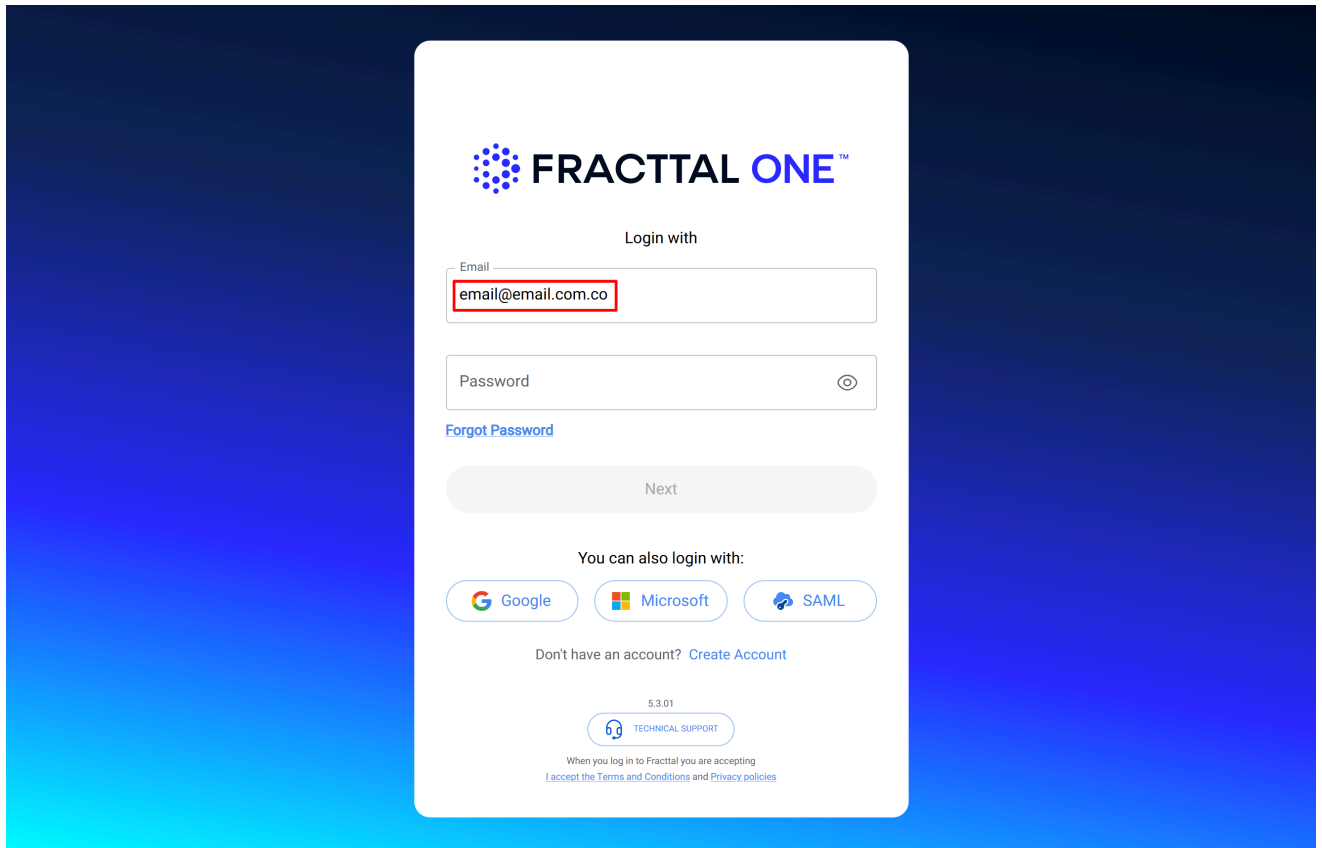
¿Olvidaste o quieres restablecer tu contraseña?


 help.fractal.com/hc/es-es/articles/25222967067917--Olvidaste-o-quieres-restablecer-tu-contraseña

Cuando tu cuenta esté bloqueada debido a múltiples intentos fallidos de inicio de sesión, verás un mensaje informándote del bloqueo. A continuación, te explicamos los pasos para recuperar o restablecer tu contraseña:

Pasos para recuperar tu contraseña en Fractal One


1. Ingresa tu correo electrónico registrado en Fractal One.



 **FRACTAL ONE™**

Login with




Email

Password 


[Forgot Password](#)

Next

You can also login with:

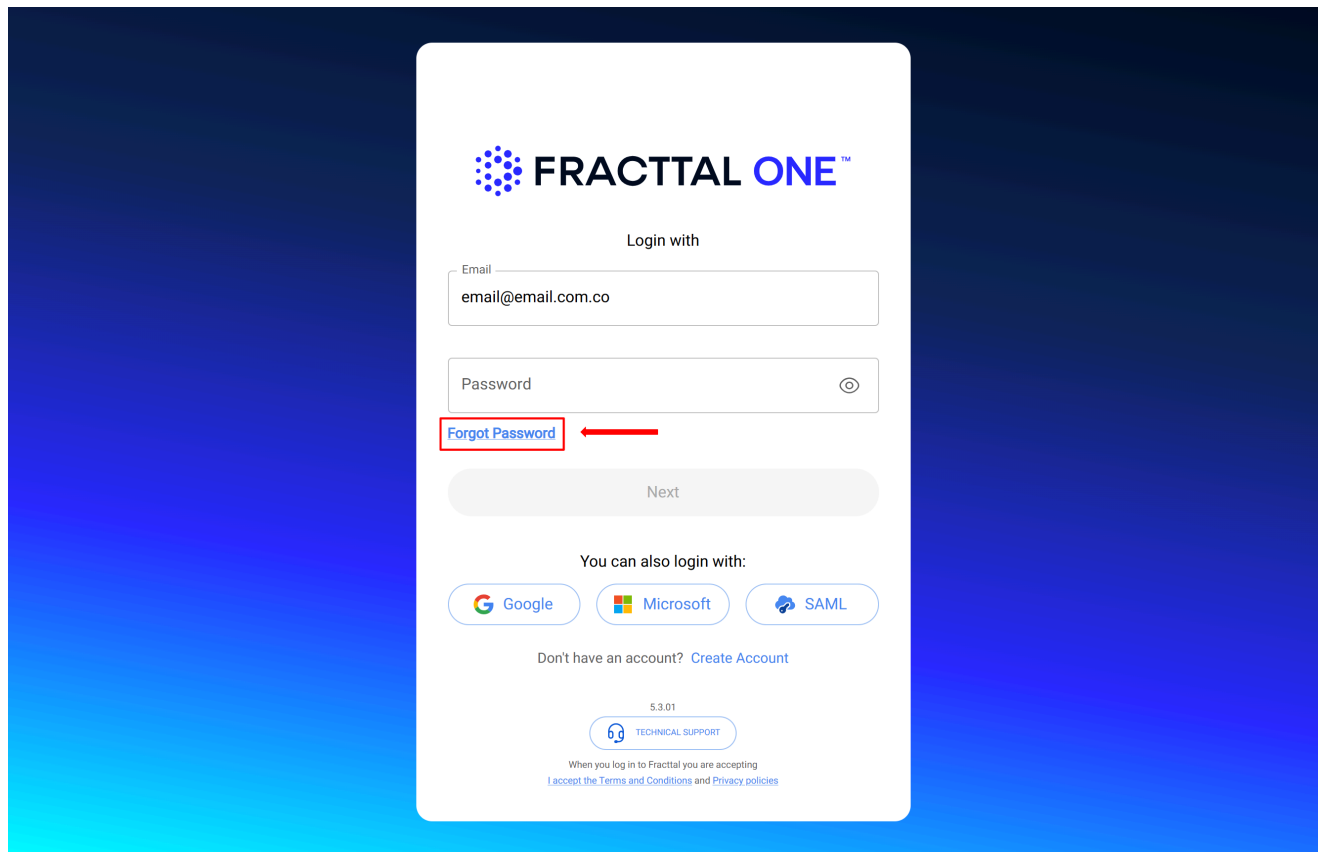
 Google  Microsoft  SAML

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

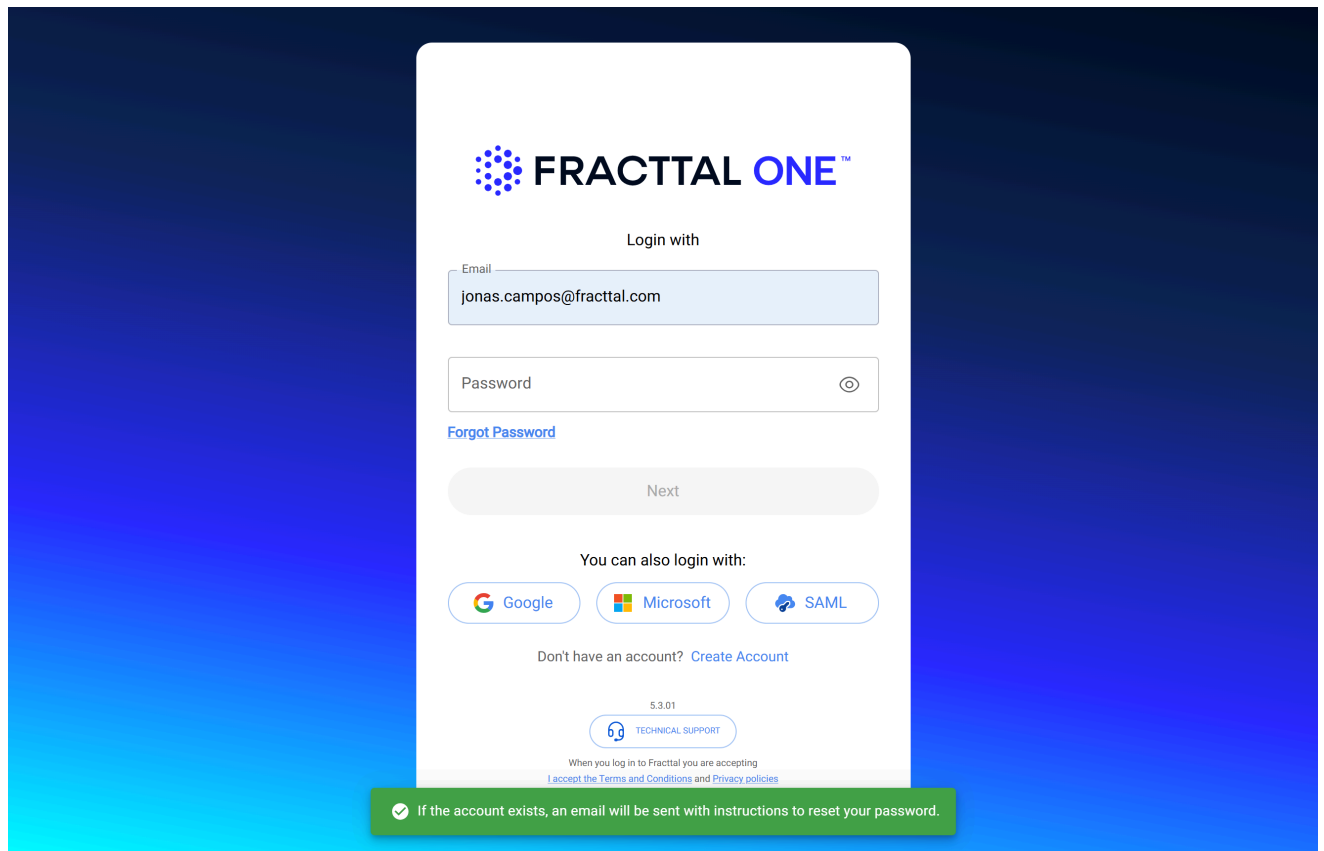
5.3.01  TECHNICAL SUPPORT

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

2. Haz clic en la opción "Olvidé mi contraseña".

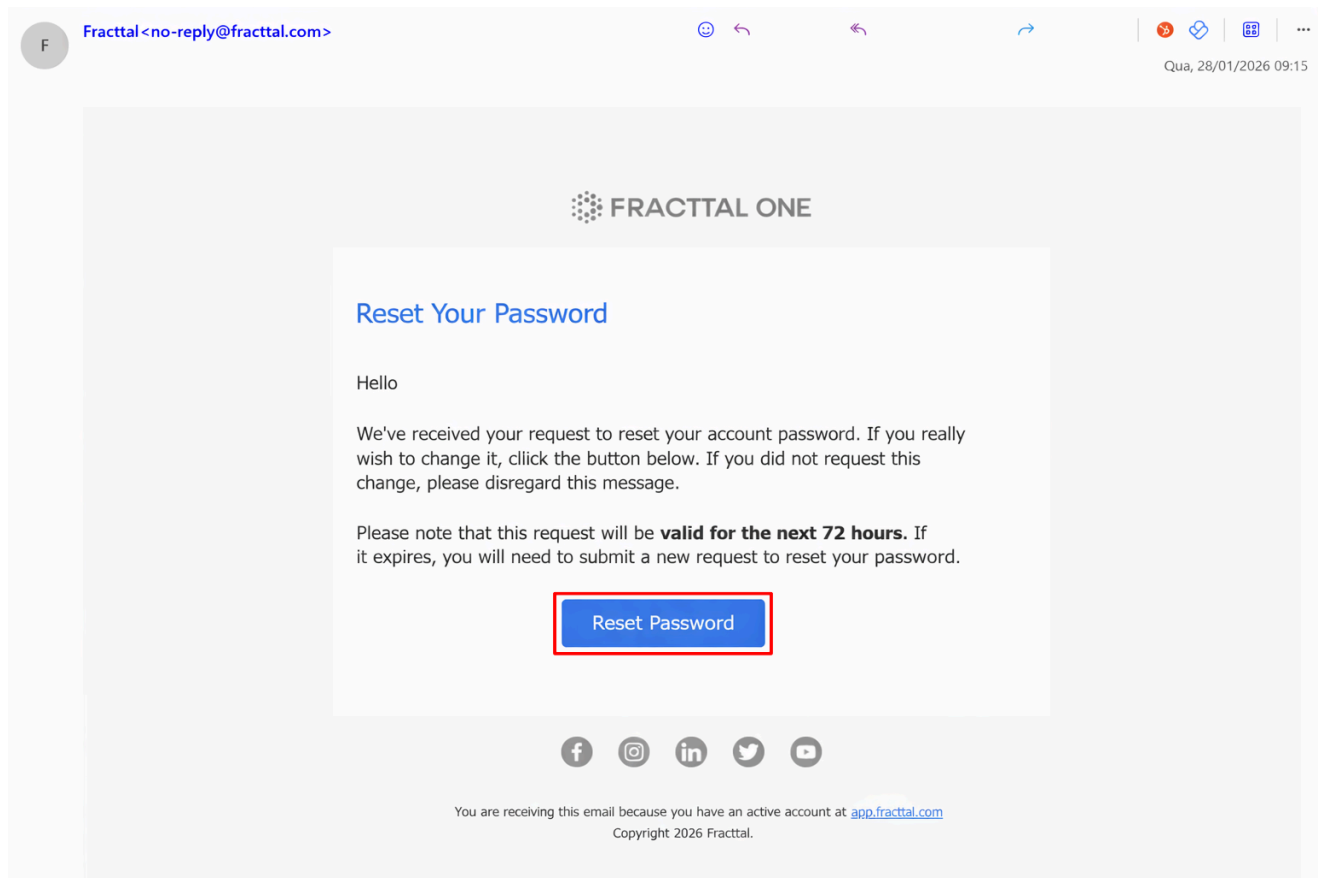


3. Aparecerá un mensaje indicando: "Se ha enviado un correo electrónico a tu dirección registrada con instrucciones para restablecer tu contraseña."



4. Dirígete a tu bandeja de entrada (o carpeta de SPAM) y busca un correo de no-reply@fractal.com

5. Abre el correo y haz clic en el botón **"Cambiar contraseña"**.

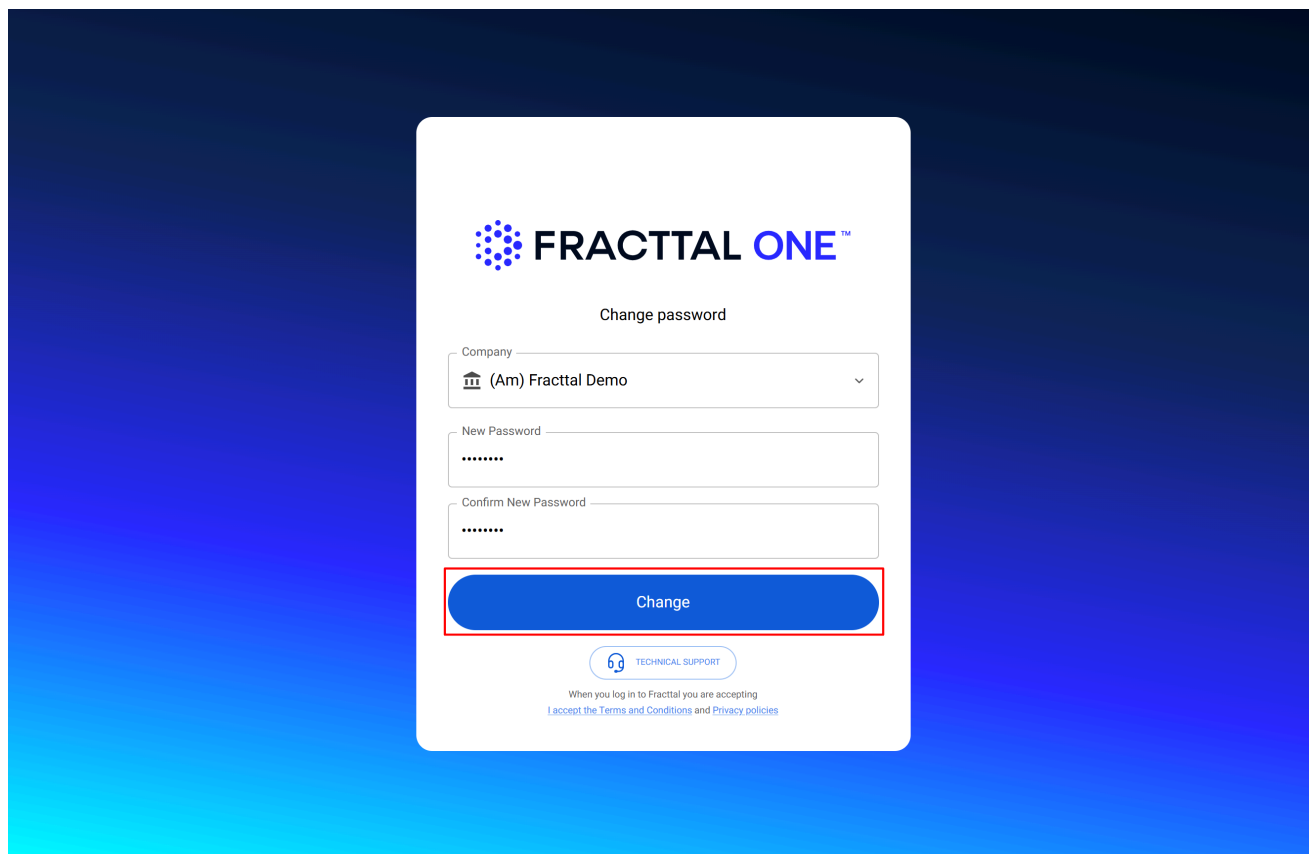


6. Serás redirigido a una página donde deberás:

- Seleccionar la empresa o base de datos donde deseas cambiar tu contraseña (*si manejas varias empresas*).
- Ingresar una nueva contraseña y confirmarla escribiéndola nuevamente.

The image shows a 'Change password' form for Fractal One. The form is centered on a dark blue background. It features the Fractal One logo at the top, followed by the title 'Change password'. Below the title is a 'Company' dropdown menu with '(Am) Fractal Demo' selected. There are two password input fields: 'New Password' and 'Confirm New Password'. The 'Confirm New Password' field has a red box around the first character and a red arrow pointing to it. A blue 'Change' button is located below the password 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 I accept the Terms and Conditions and Privacy policies'.

7. Haz clic en "**Cambiar**" para continuar.




The screenshot shows a white rectangular form centered on a dark blue gradient background. At the top of the form is the Fractal One logo, consisting of a cluster of blue dots followed by the text "FRACTAL ONE™". Below the logo is the heading "Change password". The form contains three input fields: a dropdown menu for "Company" with "(Am) Fractal Demo" selected, a "New Password" field with masked characters, and a "Confirm New Password" field also with masked characters. A blue button labeled "Change" is positioned below the input fields and is highlighted with a red rectangular border. At the bottom of the form, there is a "TECHNICAL SUPPORT" link with a headset icon, and a small disclaimer: "When you log in to Fractal you are accepting [I accept the Terms and Conditions](#) and [Privacy policies](#)".

¡Listo! Tu contraseña ha sido actualizada con éxito, y ya puedes ingresar a **Fractal One**.



Change password

Company

 (Am) Fractal Demo ▼

New Password

.....

Confirm New Password

.....

Change



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

✔ Your Password has been changed

Nota importante:

- Si tienes múltiples cuentas, deberás repetir estos pasos para cada una.
- Asegúrate de crear una contraseña segura, usando al menos 8 caracteres que incluyan mayúsculas, minúsculas, números y símbolos.