

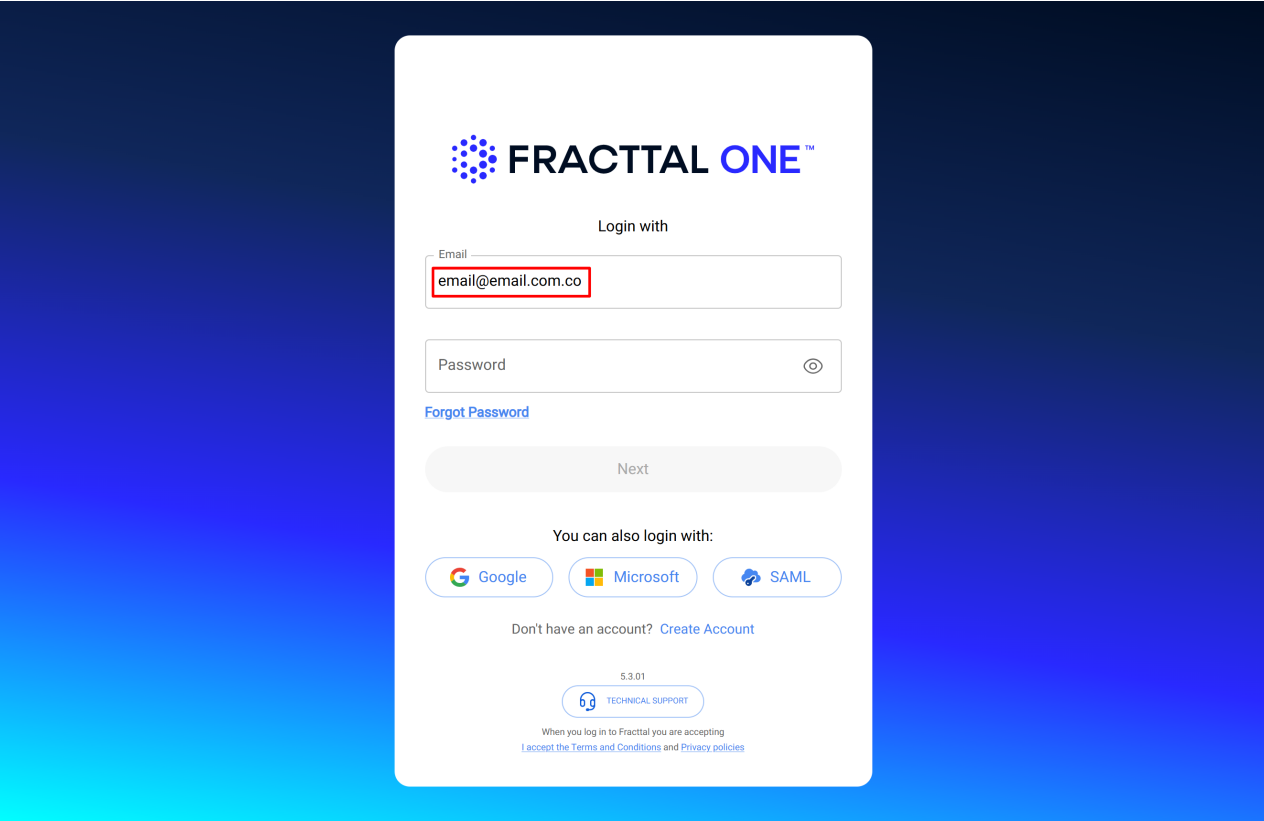
¿Olvidaste o quieres restablecer tu contraseña?

 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:

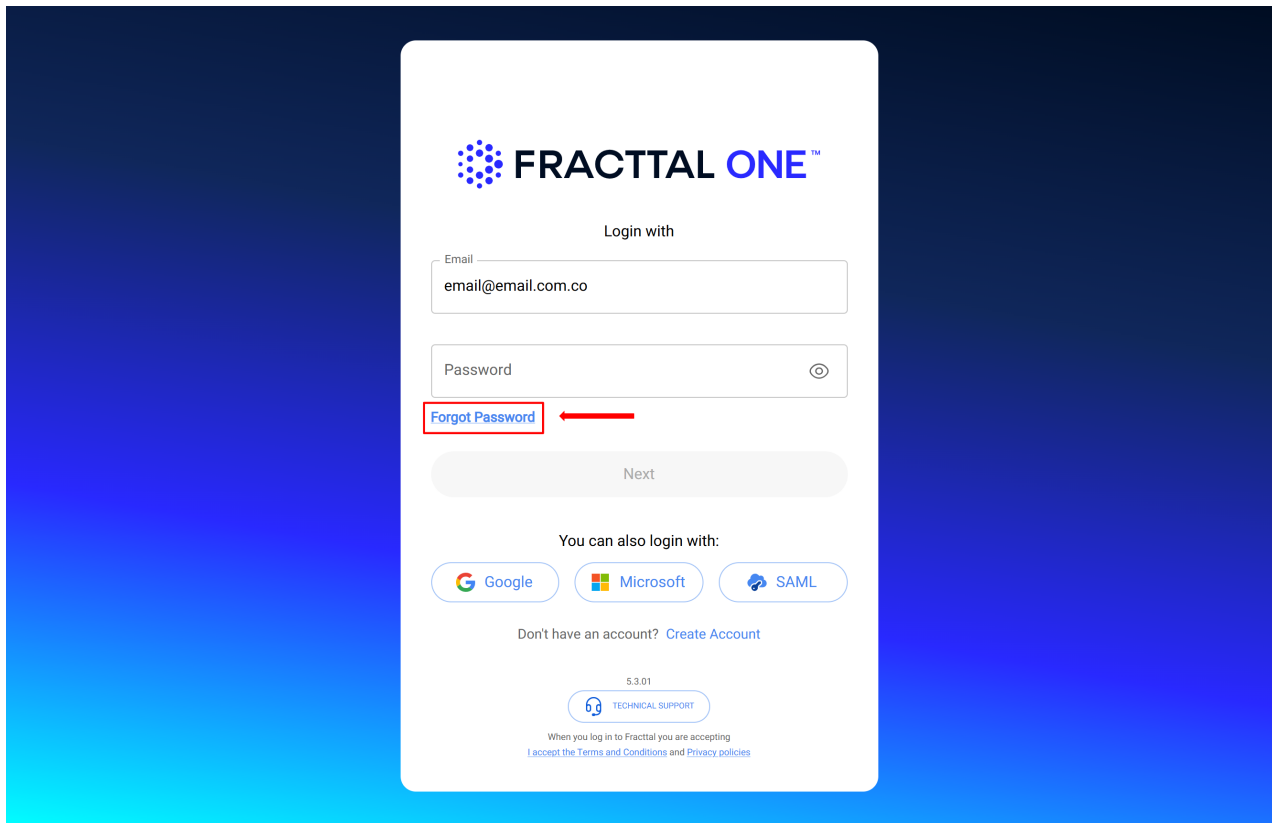
Pasos para recuperar tu contraseña en Fractal One

1. Ingresa tu correo electrónico registrado en Fractal One.



The image shows the Fractal One login interface. At the top is the Fractal One logo. Below it is the text "Login with". There are two input fields: "Email" and "Password". The "Email" field contains the text "email@email.com.co" and is highlighted with a red border. Below the "Password" field is a link that says "Forgot Password". Below these fields is a "Next" button. Further down, there is a section titled "You can also login with:" with three buttons: "Google", "Microsoft", and "SAML". Below this is a link that says "Don't have an account? Create Account". At the bottom, there is a version number "5.3.01" and a "TECHNICAL SUPPORT" button. At the very bottom, there is a small disclaimer: "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"**.



The image shows a login page for 'FRACTAL ONE'. The page has a dark blue gradient background. In the center is a white card containing the login form. At the top of the card is the 'FRACTAL ONE' logo. Below the logo is the text 'Login with'. There are two input fields: 'Email' with the placeholder 'email@email.com.co' and 'Password'. Below the password field is a link labeled 'Forgot Password', which is highlighted with a red rectangle and a red arrow pointing to it from the right. Below the input fields is a 'Next' button. Underneath the 'Next' button is the text 'You can also login with:' followed by three buttons: 'Google', 'Microsoft', and 'SAML'. Below these buttons is the text 'Don't have an account? Create Account'. At the bottom of the card, there is a version number '5.3.01', a 'TECHNICAL SUPPORT' button 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'.

FRACTAL ONE™

Login with

Email
email@email.com.co

Password

[Forgot Password](#)

Next

You can also login with:

[Google](#) [Microsoft](#) [SAML](#)

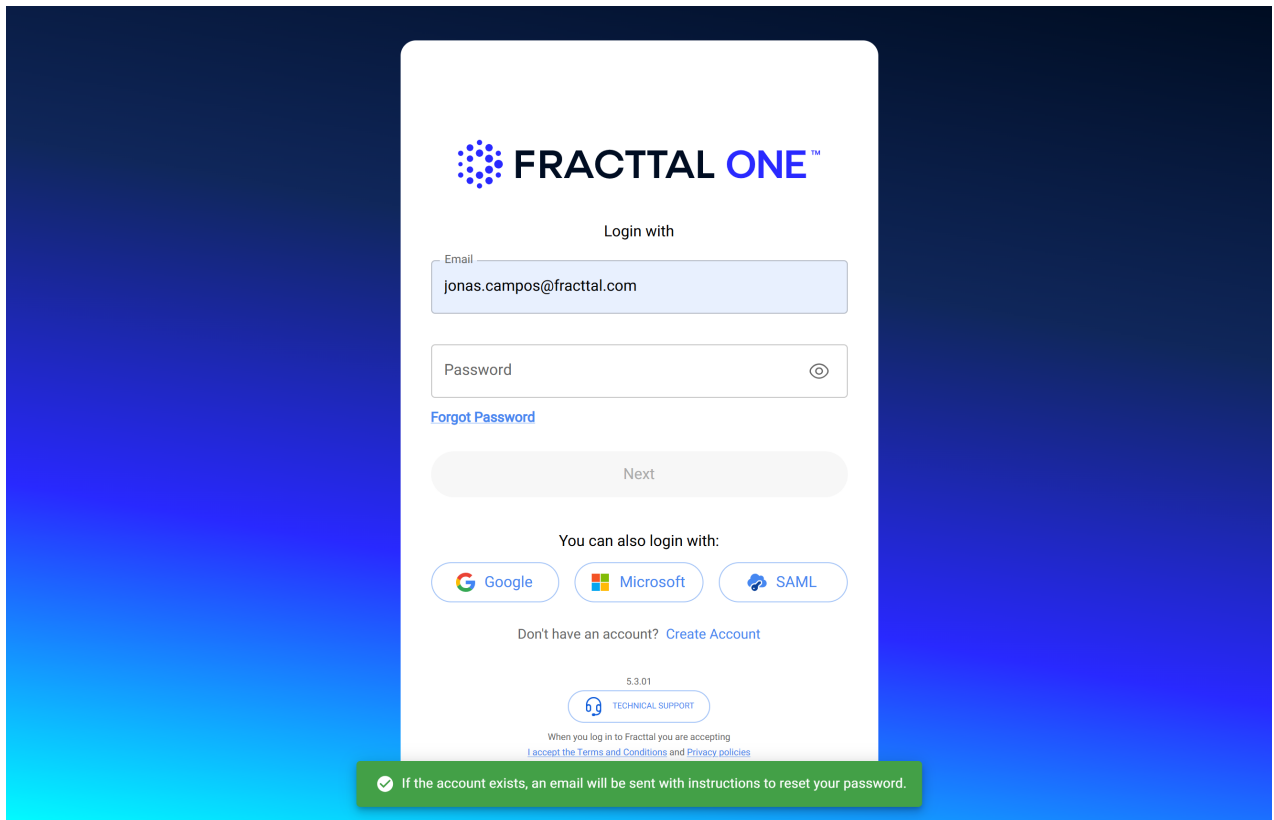
Don't have an account? [Create Account](#)

5.3.01

[TECHNICAL SUPPORT](#)

When you log in to Fractal you are accepting
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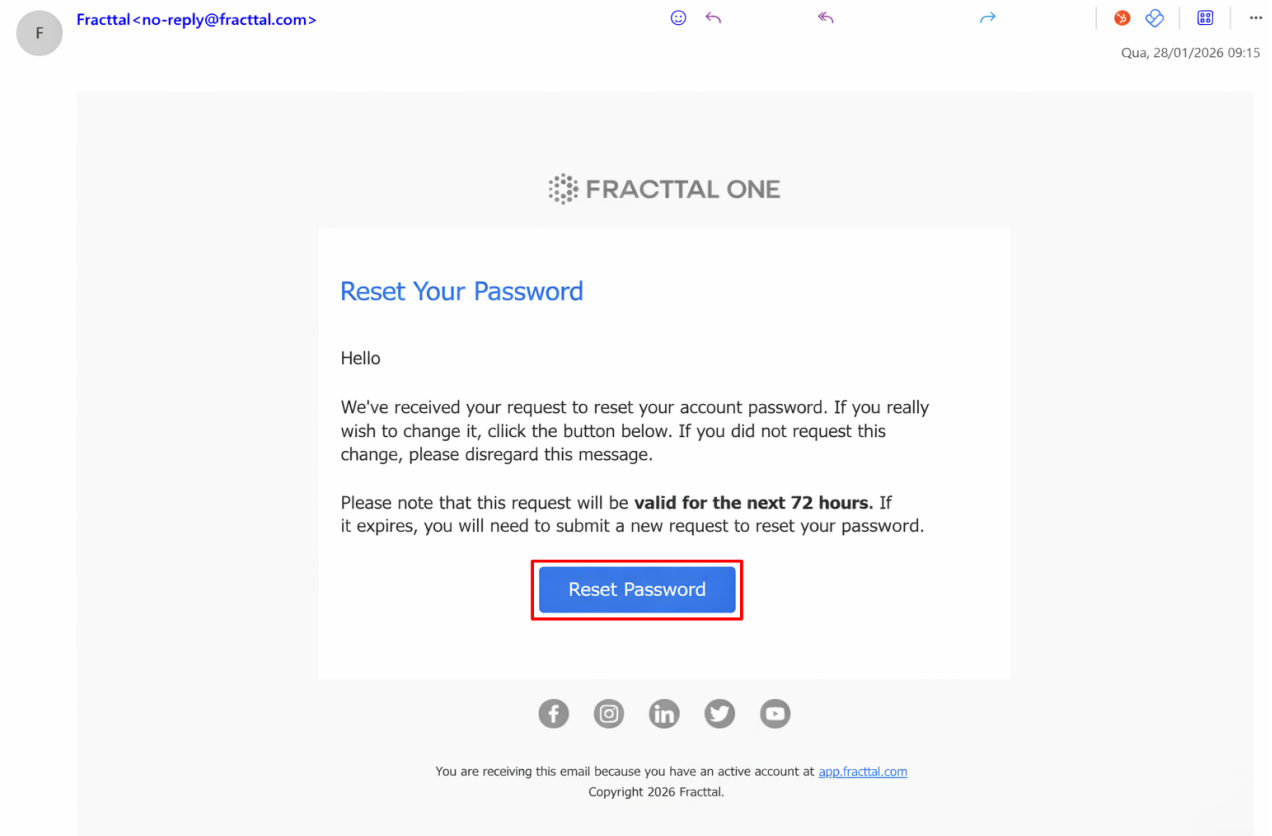
3. Aparecerá un mensaje indicando: *"Se ha enviado un correo electrónico a tu dirección registrada con instrucciones para restablecer tu contraseña."*



The screenshot shows the Fractal One login interface. At the top is the Fractal One logo. Below it is the 'Login with' section, which includes an email input field containing 'jonas.campos@fractal.com' and a password input field with a toggle icon. A 'Forgot Password' link is positioned below the password field. A 'Next' button is located below the 'Forgot Password' link. Underneath the 'Next' button is the text 'You can also login with:' followed by three buttons for 'Google', 'Microsoft', and 'SAML'. Below these buttons is the text 'Don't have an account? [Create Account](#)'. At the bottom of the login form is a version number '5.3.01' and a 'TECHNICAL SUPPORT' button. Below the technical support button is a small disclaimer: 'When you log in to Fractal you are accepting [I accept the Terms and Conditions and Privacy policies](#)'. At the very bottom of the page, there is a green notification bar with a checkmark icon and the text: 'If the account exists, an email will be sent with instructions to reset your password.'

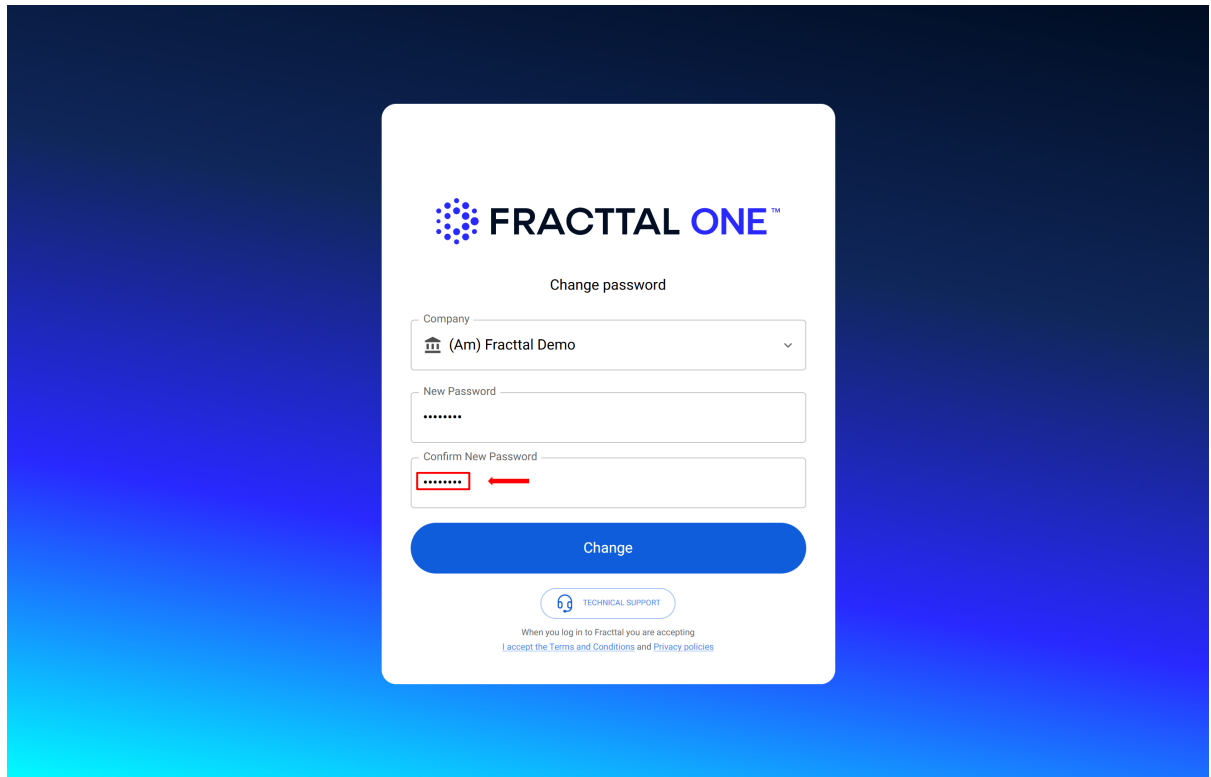
4. Dirígete a tu bandeja de entrada (o carpeta de SPAM) y busca un correo de no-reply@fractal.com

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



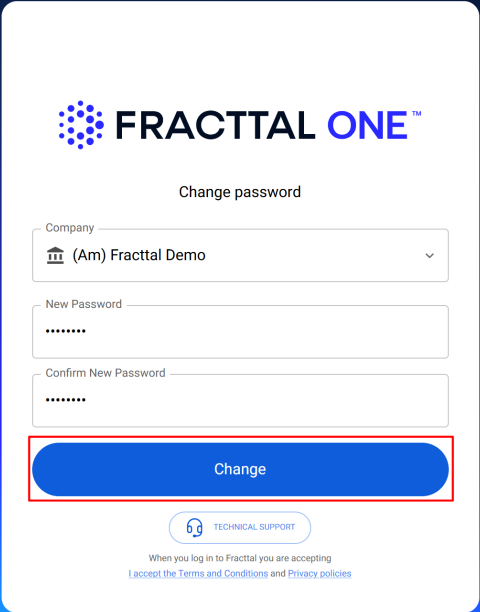
6. Serás redirigido a una página donde deberás:

- 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 screenshot shows a web interface for changing a password. At the top is the 'FRACTTAL ONE' logo. Below it is the heading 'Change password'. The form consists of three input fields: a 'Company' dropdown menu showing '(Am) Fractal Demo', a 'New Password' field with masked characters, and a 'Confirm New Password' field with masked characters and a red arrow pointing to the first character. A blue 'Change' button is positioned below the fields. At the bottom, there is a 'TECHNICAL SUPPORT' link and a small 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 image shows a 'Change password' form for Fractal One. The form is centered on a dark blue gradient background. It includes a company dropdown menu set to '(Am) Fractal Demo', two password input fields (New Password and Confirm New Password), and a prominent blue 'Change' button highlighted with a red border. Below the button is a 'TECHNICAL SUPPORT' link and a disclaimer about terms and conditions.

FRACTTAL ONE™

Change password

Company
(Am) Fractal Demo

New Password
.....

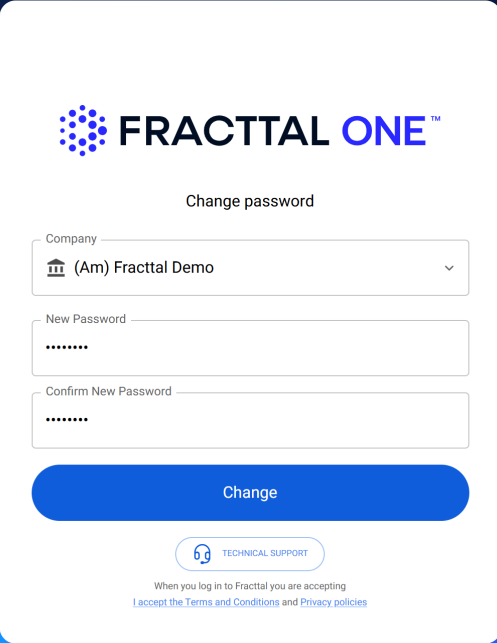
Confirm New Password
.....

Change

[TECHNICAL SUPPORT](#)

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

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



The image shows a 'Change password' form for Fractal One. The form is centered on a blue gradient background. It includes a company dropdown menu set to '(Am) Fractal Demo', two password input fields labeled 'New Password' and 'Confirm New Password', and a blue 'Change' button. Below the button is a 'TECHNICAL SUPPORT' link and a disclaimer about accepting terms and conditions. A green success message at the bottom states 'Your Password has been changed'.

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 changed

Nota importante:

- Si tienes múltiples cuentas, deberás repetir estos pasos para cada una.
- Asegúrate de crear una contraseña segura, usando al menos 12 caracteres que incluyan mayúsculas, minúsculas, números y símbolos.