

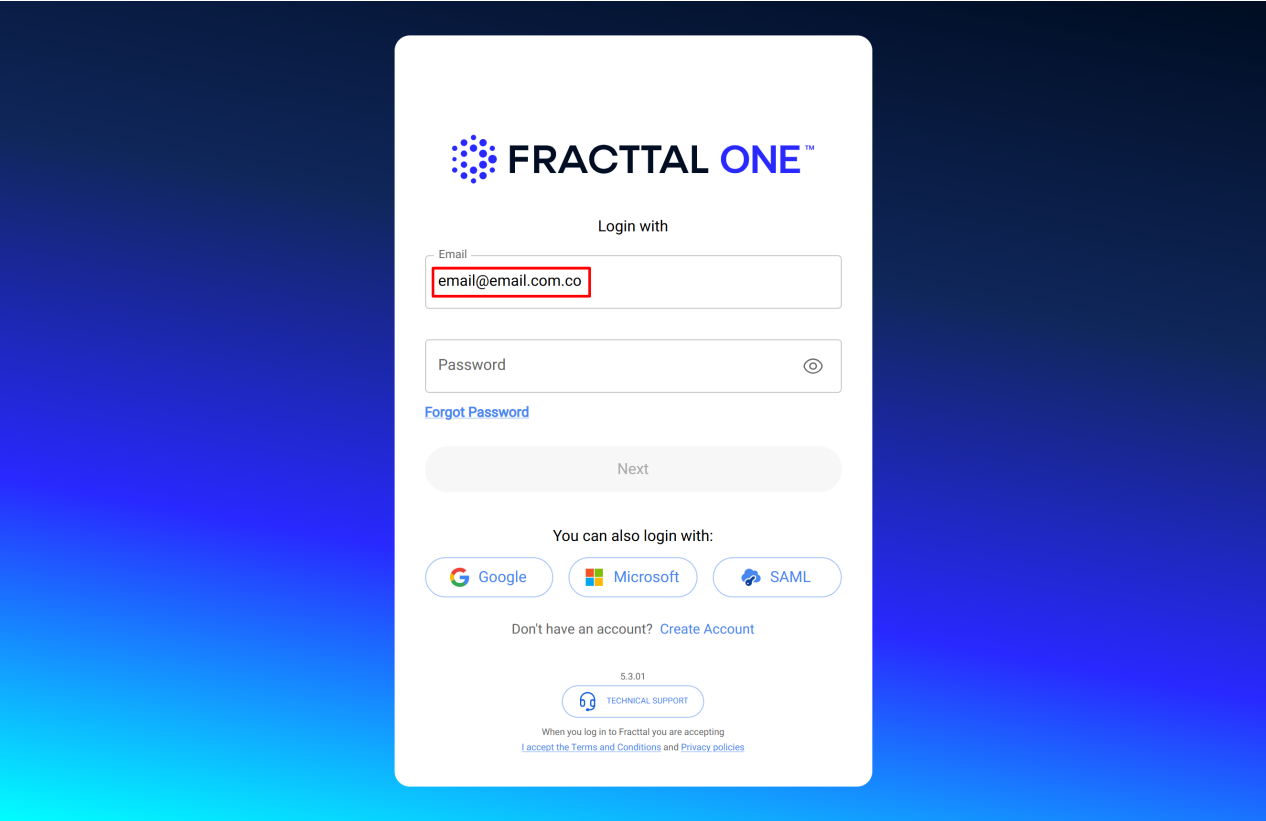
Esqueceu-se ou quer redefinir a sua palavra-passe?

 help.fractal.com/hc/pt-pt/articles/25222967067917-Esqueceu-se-ou-quer-redefinir-a-sua-palavra-passe

Se a sua conta estiver bloqueada devido a várias tentativas de login falhadas, será exibida uma mensagem a informar sobre o bloqueio. De seguida, explicamos os passos para recuperar ou redefinir a sua palavra-passe:

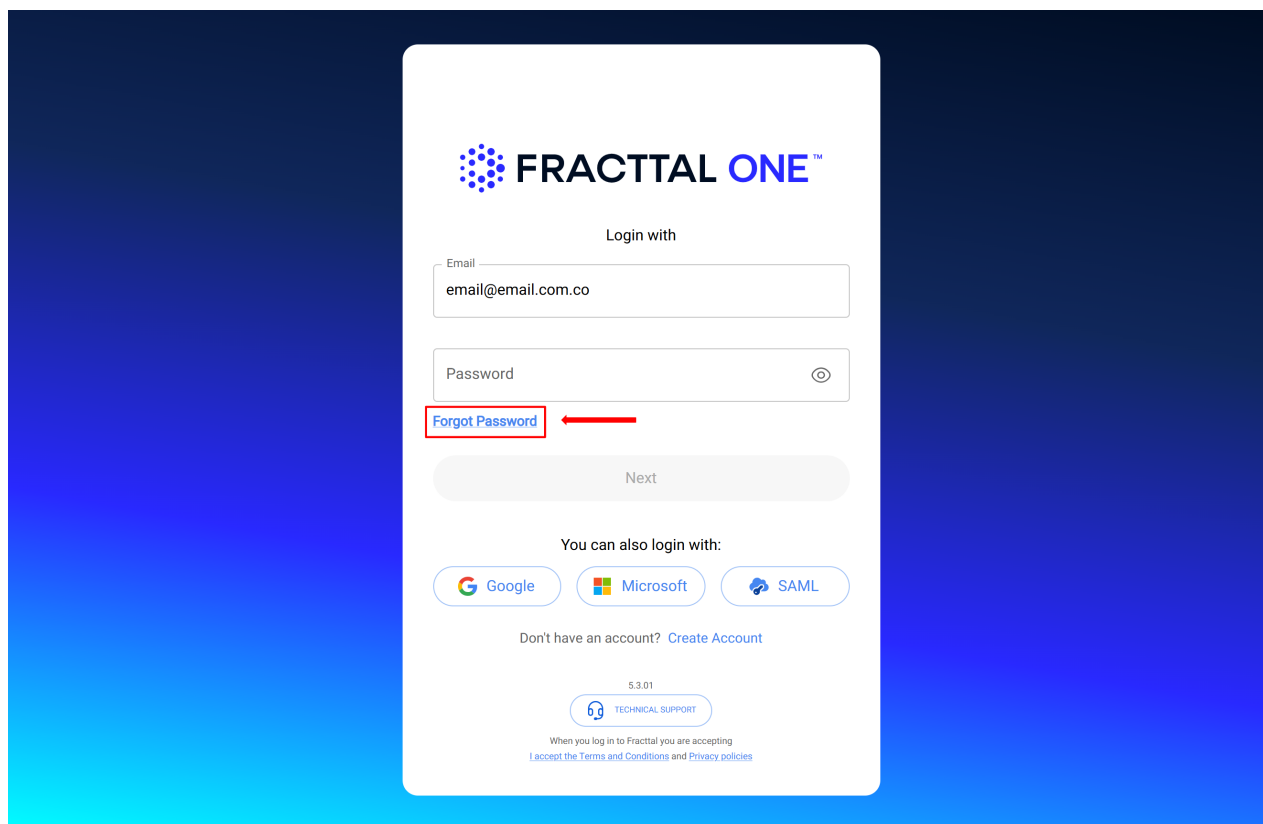
Passos para recuperar a sua palavra-passe no Fractal One

1. Introduza o seu endereço de e-mail registado no Fractal One.



The image shows the Fractal One login interface. At the top is the Fractal One logo. Below it, the text "Login with" is displayed. 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". A "Next" button is located below the "Forgot Password" link. Underneath the "Next" button, there is a section titled "You can also login with:" followed by three buttons: "Google", "Microsoft", and "SAML". Below these buttons, there is a link that says "Don't have an account? Create Account". At the bottom of the login screen, 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. Clique na opção **"Esqueci-me da palavra-passe"**.

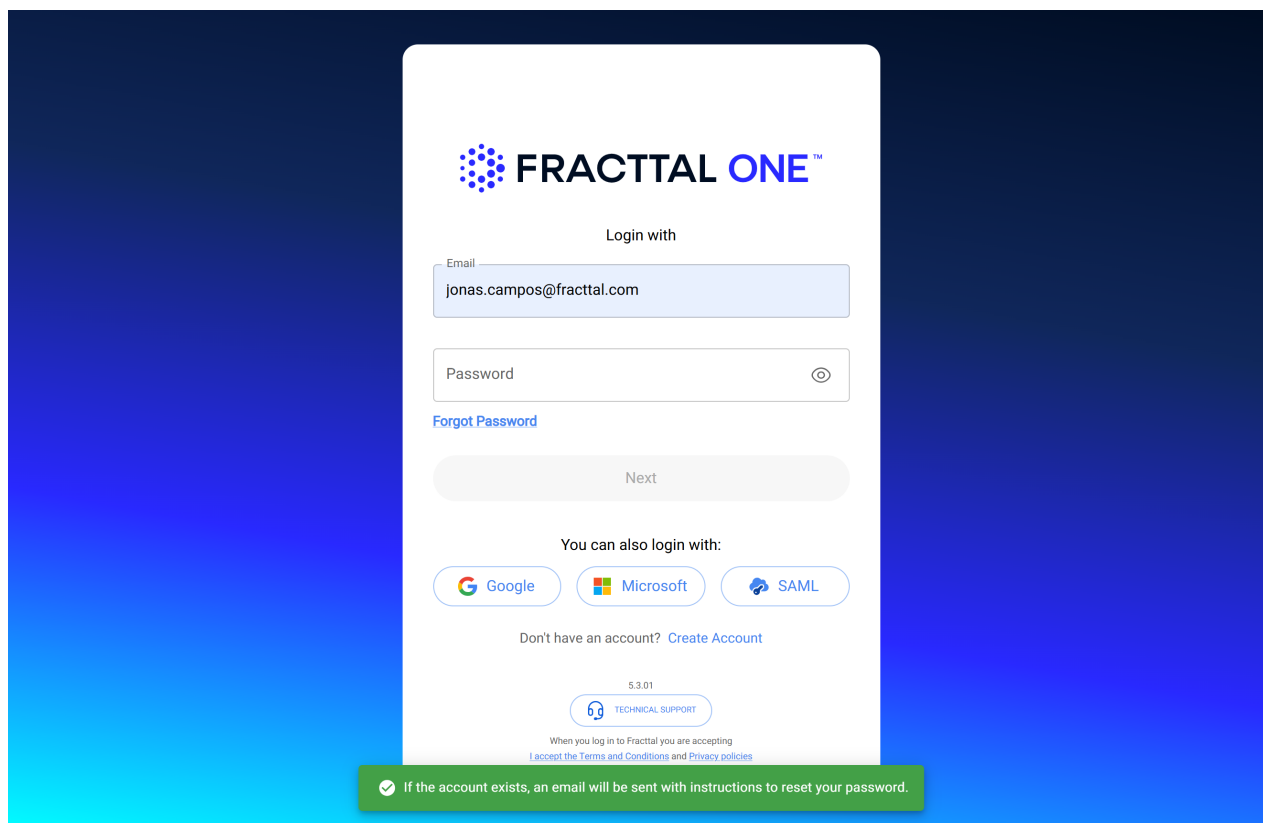


The image shows a login page for 'FRACTAL ONE'. The page has a dark blue gradient background. In the center is a white card with the following elements:

- Logo:** A blue fractal-like icon followed by the text 'FRACTAL ONE' in blue.
- Text:** 'Login with' in a small, dark font.
- Email Field:** A white input box with the placeholder text 'Email' and the value 'email@email.com.co'.
- Password Field:** A white input box with the placeholder text 'Password' and a toggle icon (an eye in a circle) on the right.
- Forgot Password Link:** A blue link labeled 'Forgot Password' is located below the password field. It is highlighted with a red rectangular box, and a red arrow points to it from the right.
- Next Button:** A light gray button with the text 'Next'.
- Alternative Login Options:** A section titled 'You can also login with:' followed by three buttons: 'Google' (with the Google logo), 'Microsoft' (with the Microsoft logo), and 'SAML' (with a blue icon).
- Create Account Link:** A blue link labeled 'Create Account' preceded by the text 'Don't have an account?'.
- Version and Support:** At the bottom, it says '5.3.01' and 'TECHNICAL SUPPORT' with a headset icon.
- Footer:** A small line of text: 'When you log in to Fractal you are accepting I accept the Terms and Conditions and Privacy policies'.

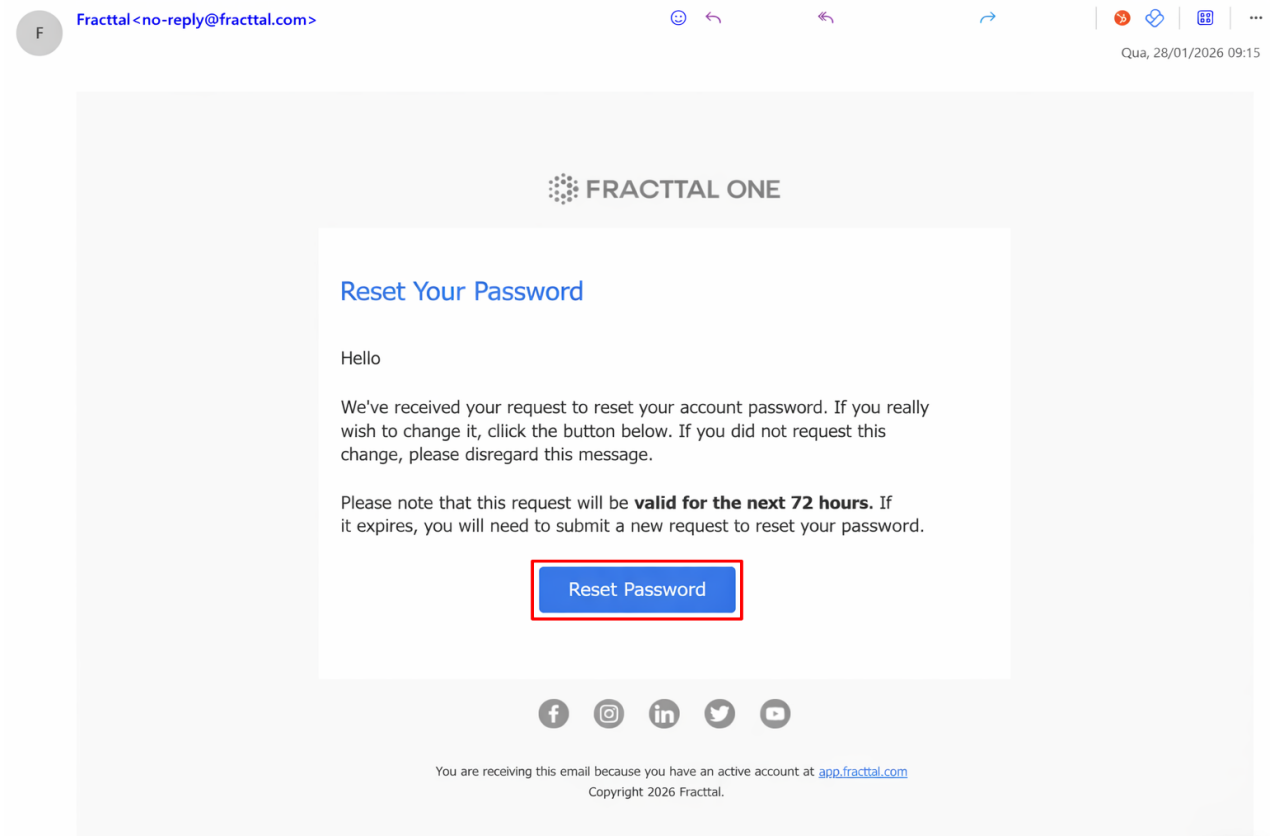
3. Aparecerá uma mensagem a indicar:

"Um e-mail foi enviado para o seu endereço registado com instruções para redefinir a sua palavra-passe."



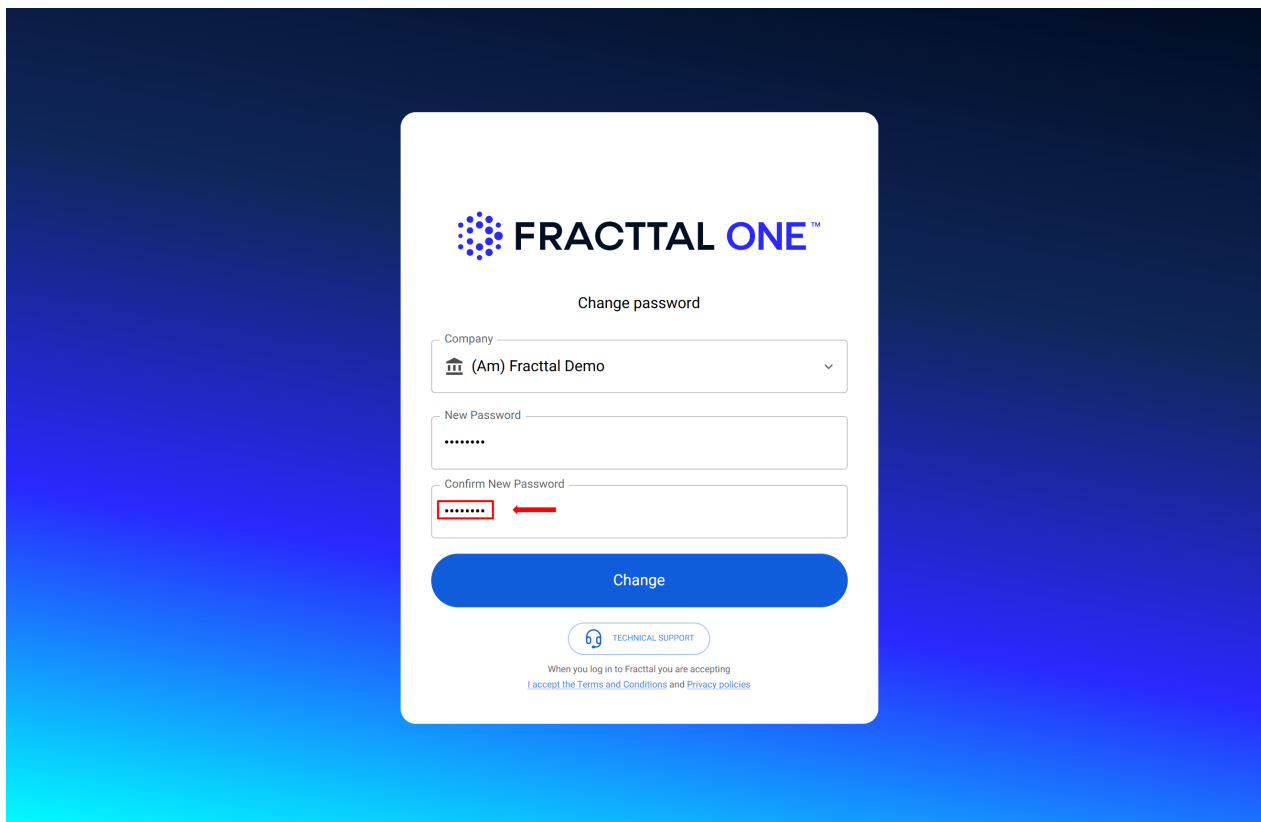
4. Aceda à sua caixa de entrada (ou pasta de SPAM) e procure um e-mail de no-reply@fracttal.com.

5. Abra o e-mail e clique no botão ou link **"Alterar palavra-passe"**.



6. Será redirecionado(a) para uma página onde deverá:

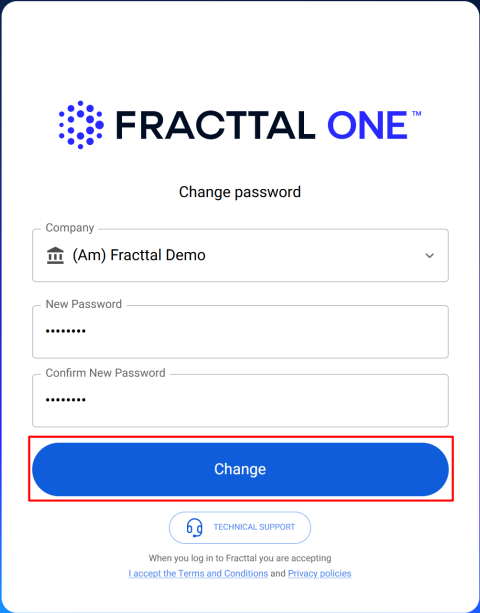
- Selecionar a empresa ou a base de dados onde pretende alterar a palavra-passe (caso tenha várias empresas).
- Introduzir uma nova palavra-passe e confirmá-la introduzindo novamente.



The screenshot displays the 'Change password' interface for Fractal One. The background is a dark blue gradient. A white card contains the following elements:

- Logo:** A blue circular icon composed of dots, followed by the text 'FRACTTAL ONE™' in blue.
- Title:** 'Change password' in a small, dark font.
- Company Selection:** A dropdown menu labeled 'Company' with the selected option '(Am) Fracttal Demo' and a small downward arrow.
- New Password:** A text input field labeled 'New Password' containing seven black dots.
- Confirm New Password:** A text input field labeled 'Confirm New Password' containing seven black dots. A red rectangular box highlights the first dot, and a red arrow points to it from the right.
- Change Button:** A large, rounded blue button with the white text 'Change'.
- Technical Support:** A small icon of a headset with a speech bubble, followed by the text 'TECHNICAL SUPPORT'.
- Footer:** Small text stating 'When you log in to Fractal you are accepting' followed by a link 'I accept the Terms and Conditions and Privacy policies'.

7. Clique em **"Alterar"** para continuar.



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](#)

Importante:

- Caso tenha várias contas, será necessário repetir estes passos para cada uma.
- Certifique-se de criar uma palavra-passe segura com pelo menos 12 caracteres, incluindo letras maiúsculas, minúsculas, números e símbolos.