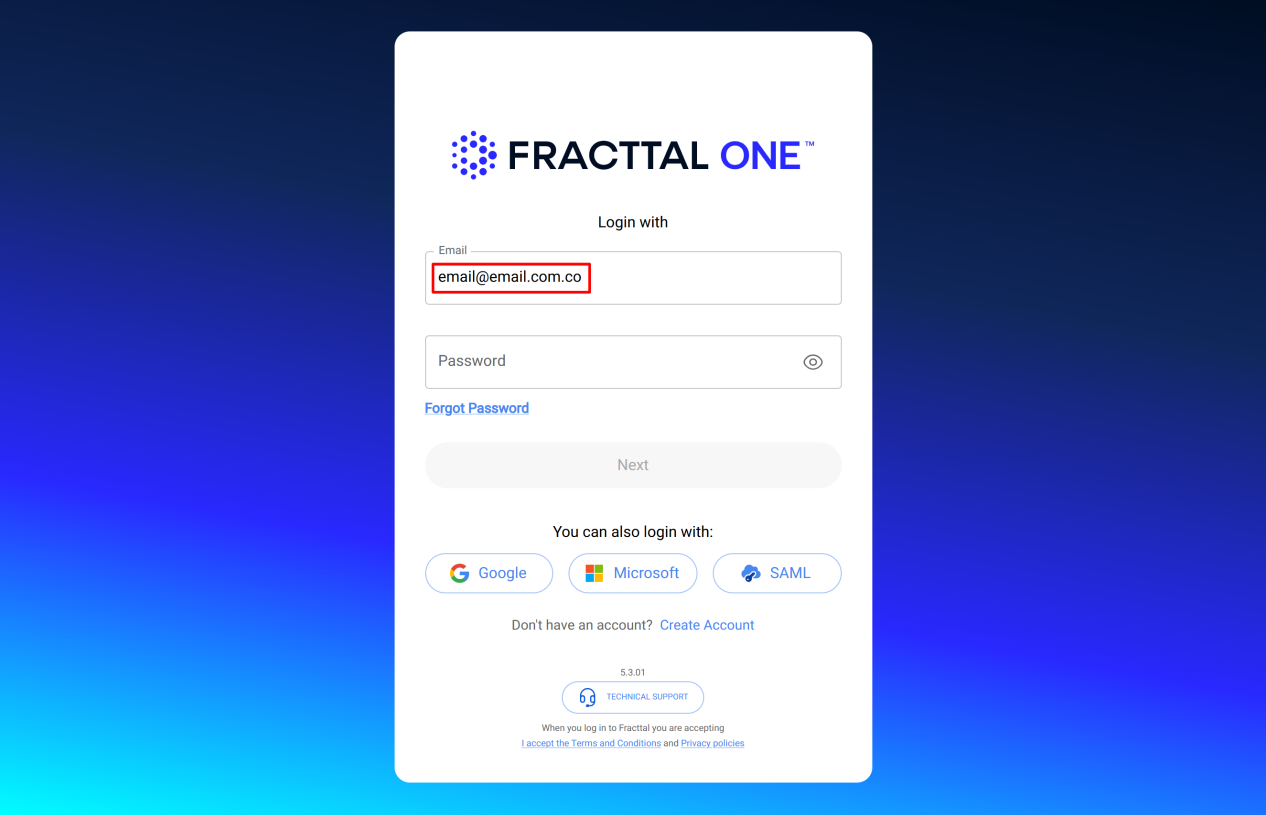


Have you forgotten your password? Reset it?

 help.fractal.com/hc/en-us/articles/25222967067917-Have-you-forgotten-your-password-Reset-it

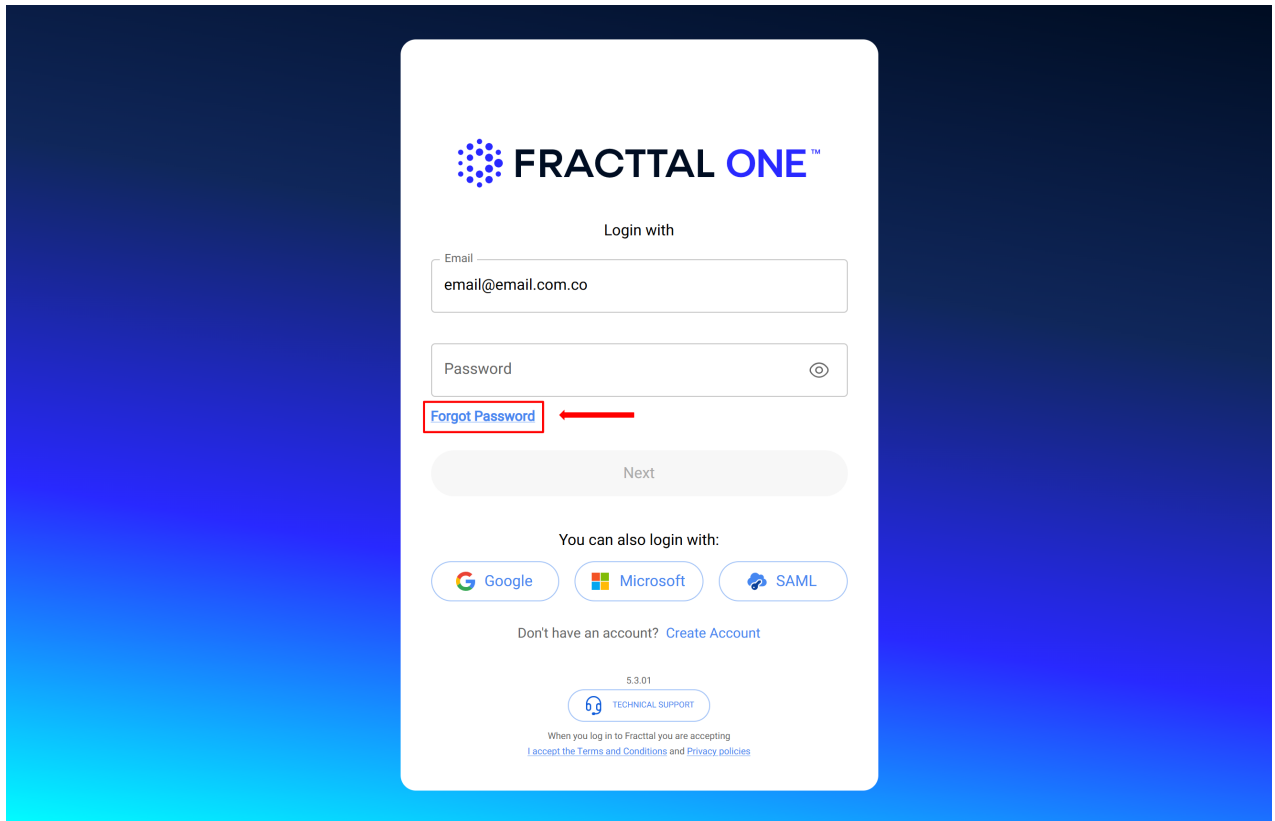
If your account is locked due to multiple failed login attempts, you will see a message notifying you of the lock. Below, we explain the steps to recover or reset your password:**Steps to Recover Your Password on Fractal One:**

1. Enter your registered email address in Fractal One.



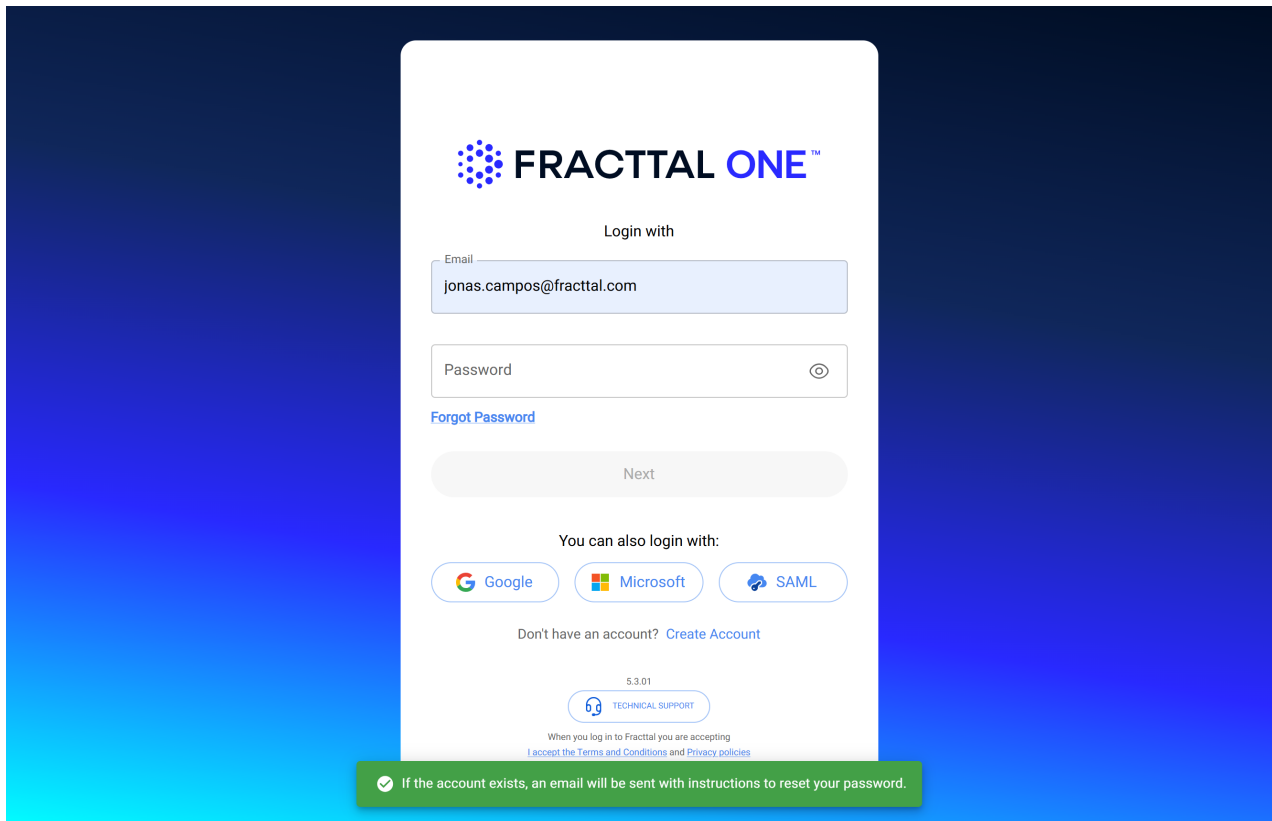
The image shows the Fractal One login interface. At the top is the Fractal One logo. Below it is the text "Login with". There are two input fields: "Email" and "Password". The "Email" field contains the text "email@email.com.co" and is highlighted with a red border. Below the "Email" field is a link that says "Forgot Password". Below the "Password" field is a "Next" button. Below the "Next" button is the text "You can also login with:". There are three buttons for alternative login methods: "Google", "Microsoft", and "SAML". Below these buttons is the text "Don't have an account? Create Account". At the bottom, there is a "5.3.01" version number, a "TECHNICAL SUPPORT" button, and a link that says "When you log in to Fractal you are accepting I accept the Terms and Conditions and Privacy policies".

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



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" with the placeholder "email@email.com.co" and "Password" with a toggle icon. Below the password field is a link labeled "Forgot Password", which is highlighted with a red rectangular box. A red arrow points from the right towards this link. Below the input fields is a "Next" button. Further down, it says "You can also login with:" followed by three buttons: "Google", "Microsoft", and "SAML". Below these is the text "Don't have an account? [Create Account](#)". At the bottom, there is a "5.3.01" version number, 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](#)".

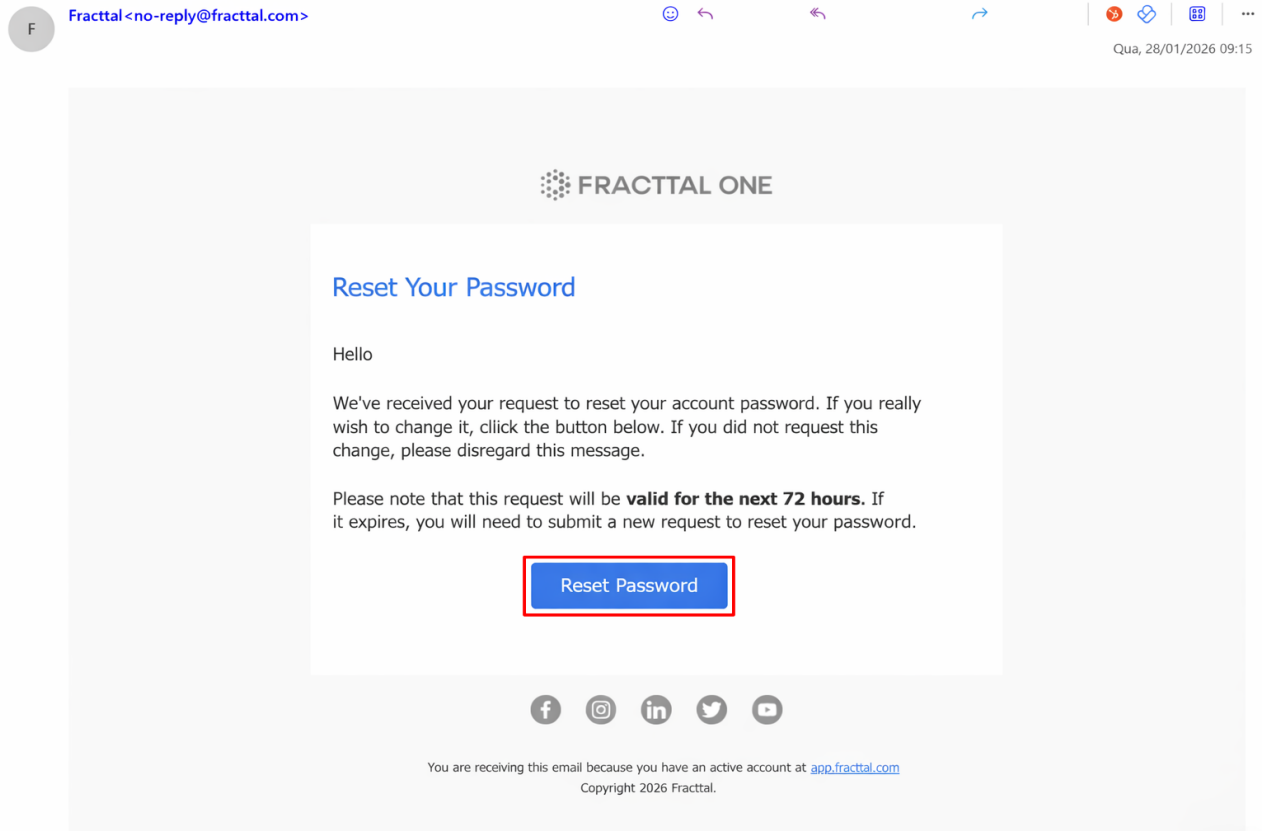
3. A message will appear saying: *"An email has been sent to your registered address with instructions to reset your password."*



The screenshot shows the Fractal One login interface. At the top is the Fractal One logo. Below it is a 'Login with' section containing an email field with 'jonas.campos@fractal.com' and a password field. 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 a section titled 'You can also login with:' featuring three buttons for 'Google', 'Microsoft', and 'SAML'. Below these buttons is a link that says 'Don't have an account? Create Account'. At the bottom of the login form is a 'TECHNICAL SUPPORT' button with a headset icon and the version number '5.3.01'. Below the technical support button is a small line of text: 'When you log in to Fractal you are accepting I accept the Terms and Conditions and Privacy policies'. A green notification banner at the bottom of the screen contains a checkmark icon and the text: 'If the account exists, an email will be sent with instructions to reset your password.'

4. Go to your inbox (or SPAM folder) and look for an email from 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:
- Select the company or database where you want to reset your password (if you manage multiple companies).
 - Enter a new password and confirm it by typing it again.

FRACTTAL ONE™

Change password

Company
(Am) Fracttal 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](#)

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

FRACTTAL ONE™

Change password

Company
(Am) Fracttal 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 12 characters, including uppercase letters, lowercase letters, numbers, and symbols.