

# Password Recovery or Change

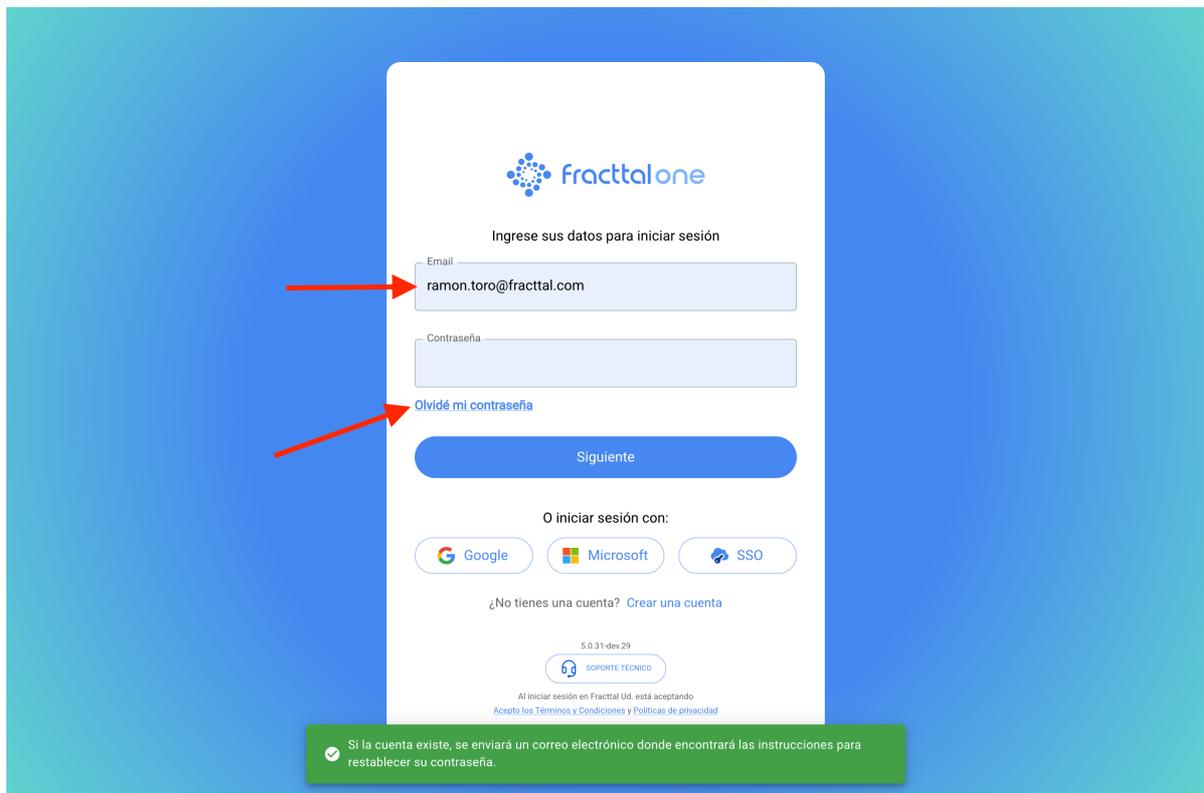
help.fracttal.com/hc/en-us/articles/32260644162061-Password-Recovery-or-Change

## Password Change Procedure for Users with a Single Company

For users registered with a single company, the password change process is straightforward and easy. Please follow the steps below:

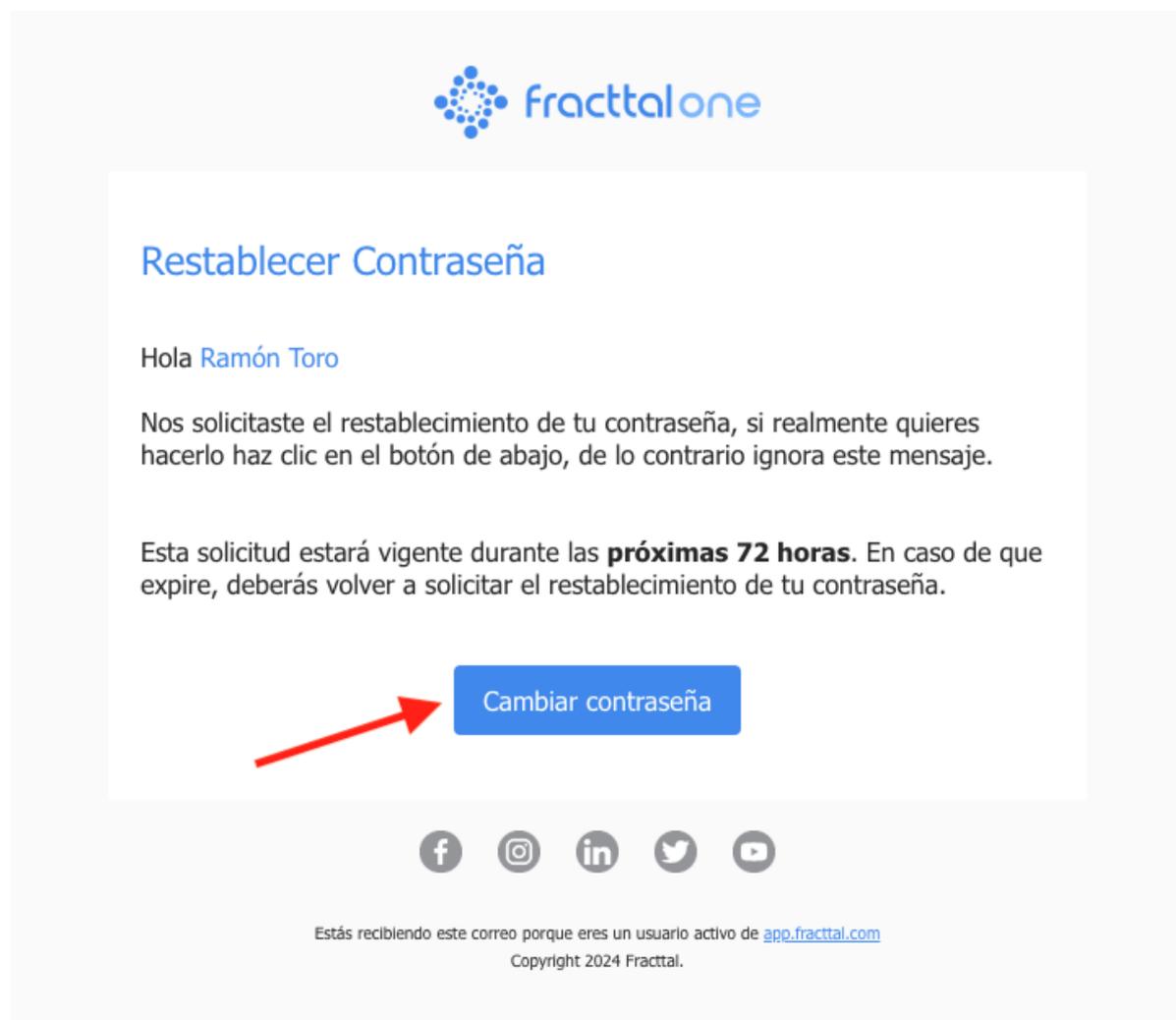
### 1. Request Password Change

- On the login screen, enter the email address associated with your account.
- Select the "Forgot my password" option.



## 2. Receive Password Reset Email

- You will receive an email with a link to reset your password. This link is unique and will be valid for 72 hours.
- Click on the link in the email. You will be redirected to a page where you can enter a new password.
- Enter the new password and click "Change".



fractalone

Cambiar contraseña

Empresa

Contraseña Nueva

Confirmar Contraseña

Cambiar

SOPORTE

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Acepto los Términos y Condiciones y Políticas de privacidad

Once the password is changed, you can log in again using your email and the new password.

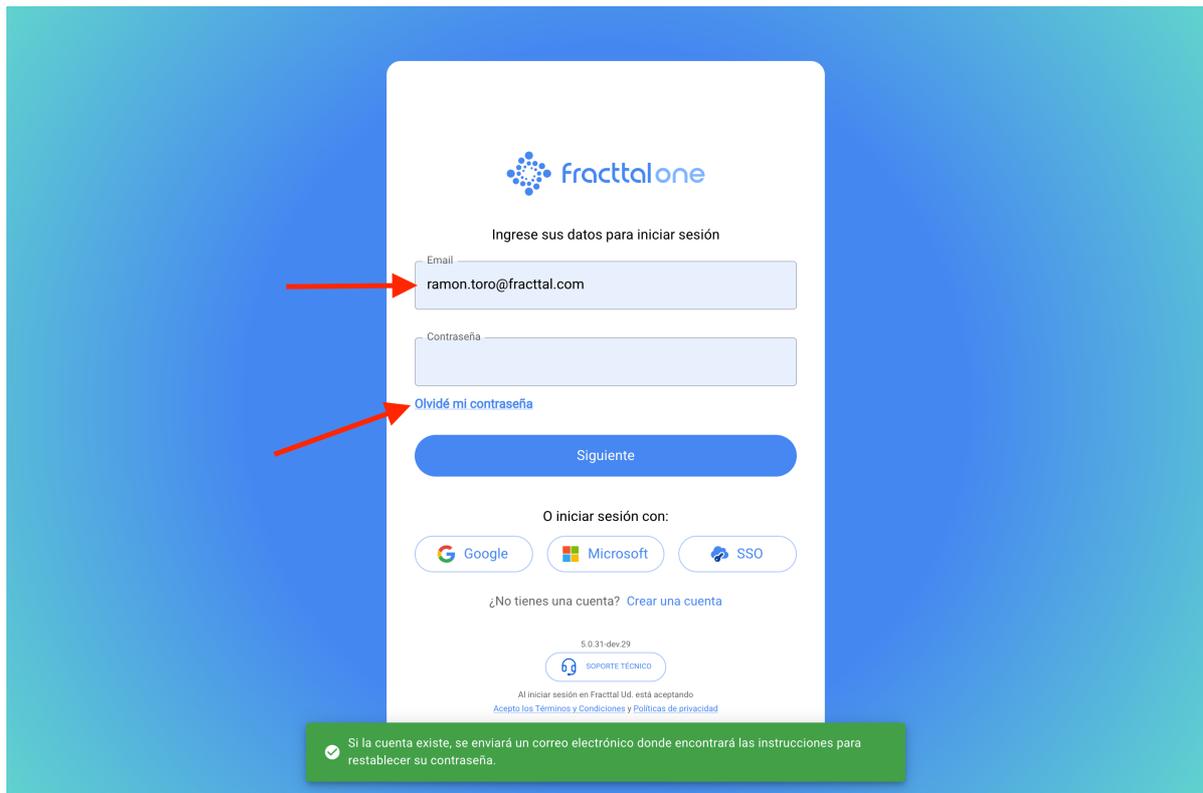
### **Password Change Procedure for Users with Multiple Companies**

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For users with access to multiple companies under the same username, the password change process includes an additional step to select the company where you want to update your password. Follow the steps below:

## 1. Request Password Change

- On the login screen, enter the email address associated with your account.
- Select the "Forgot my password" option.

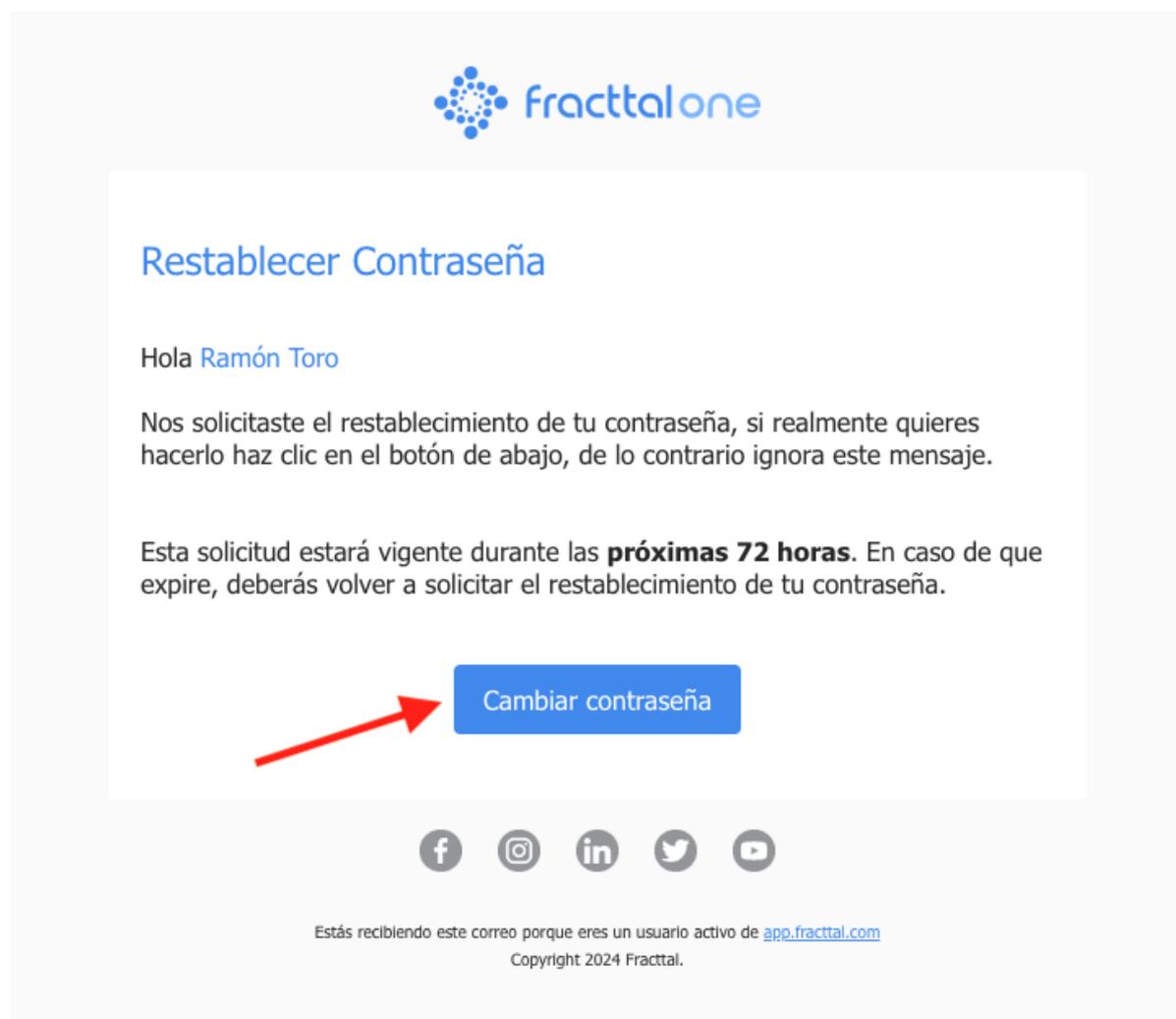


The screenshot shows the Fractalone login interface. At the top is the Fractalone logo. Below it, the text 'Ingrese sus datos para iniciar sesión' is displayed. There are two input fields: 'Email' containing 'ramon.toro@fractal.com' and 'Contraseña'. A blue link 'Olvidé mi contraseña' is positioned below the password field. A blue button labeled 'Siguiete' is centered below the link. Underneath, the text 'O iniciar sesión con:' is followed by three buttons: 'Google', 'Microsoft', and 'SSO'. Below these is the text '¿No tienes una cuenta? [Crear una cuenta](#)'. At the bottom, there is a version number '5.0.31-dev-29', a 'SOPORTE TÉCNICO' button, and a footer with 'Al iniciar sesión en Fractal Ud. está aceptando [Acepto los Términos y Condiciones](#) y [Políticas de privacidad](#)'.

Si la cuenta existe, se enviará un correo electrónico donde encontrará las instrucciones para restablecer su contraseña.

## 2. Receive Password Reset Email

- You will receive an email with a link to reset your password. This link is unique and will be valid for 72 hours.
- When you click on the link, you will be redirected to a page showing the list of companies you are associated with under this username.
- Select the company for which you wish to change the password. This step is important, as the new password will only apply to the selected company.
- After selecting the company, enter the new password and click "Change". This password will only be valid for the selected company.





## Cambiar contraseña

Empresa

Contraseña Nueva

Confirmar Contraseña

**Cambiar**



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