Change Passwords

Users can manage their passwords from the My Profile section in both the end user and power user interface. If a user forgets their password, they can reset it from the sign in window if their knowledgebase permissions allow.
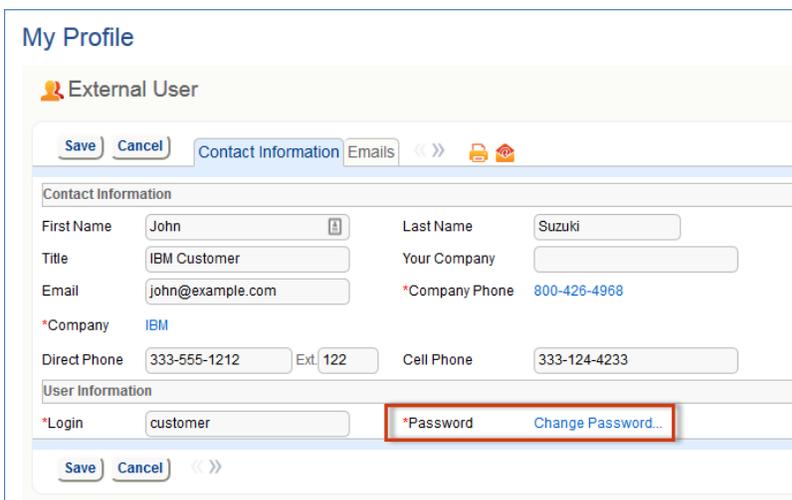
Manage Passwords Within Agiloft

Once they have logged in to Agiloft, individual users can manage their own passwords. Admin users can change the passwords of other users, but cannot see previous password values. For more information, please see Manage Passwords.

Change your password from the EUI

1. Navigate to the My Profile tab of the End User Interface.

2. Under User Information, select Change Password.

3. Fill in your previous password to verify your identity and then create a new password.

Change your password from the Power User Interface

1. Expand the Home menu in the left pane and select My Profile.
2. Under User Information, select Change Password.

3. Enter your previous password to verify your identity and then create a new password.

The following video demonstrates how to change your password in the Power User Interface:

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Reset Forgotten Passwords

Depending on your company permissions, you can reset forgotten passwords from the login page of your knowledgebase. For security purposes, most admin users cannot reset their passwords using this method. For more information about password security, please see Manage Passwords.
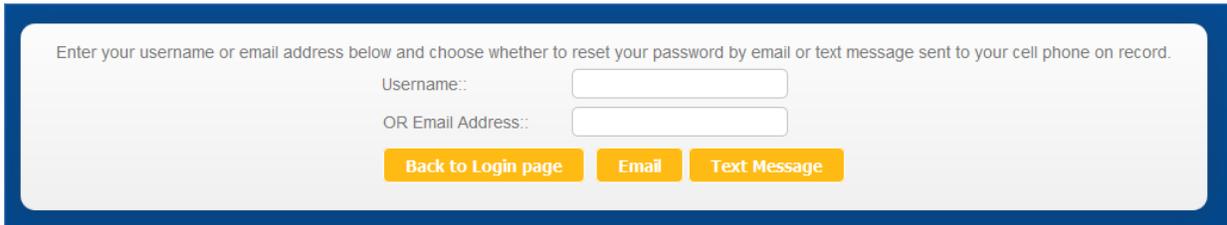
To reset your password...

1. Navigate to the unique login page of your knowledgebase.
2. Select Lost Password.

3. Enter either the username or email address associated with your Agiloft account and choose whether to receive your password reset link as an email or text.

Enter your username or email address below and choose whether to reset your password by email or text message sent to your cell phone on record.

Username::

OR Email Address::

Back to Login page   **Email**   **Text Message**

Note: In order to use this function you must have an email address and cell phone number already defined in your user profile.

4. Follow the directions in the text or email to reset your password and access your account.