

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

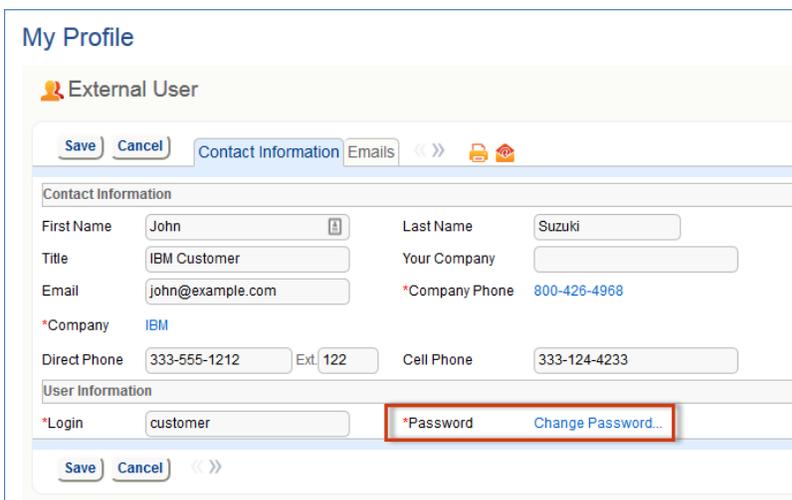
Once they have logged in to Agiloft, individual users can manage their own passwords. Admin users can change the passwords of other users, but cannot see previous password values. For more information, please see [Manage Passwords](#).

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.

A screenshot of the "My Profile" page. At the top, it says "External User". Below that are "Save" and "Cancel" buttons, followed by "Contact Information" and "Emails" tabs. The "Contact Information" section contains fields for First Name (John), Last Name (Suzuki), Title (IBM Customer), Your Company, Email (john@example.com), *Company Phone (800-426-4968), *Company (IBM), Direct Phone (333-555-1212), Ext. (122), and Cell Phone (333-124-4233). The "User Information" section contains *Login (customer) and *Password (Change Password...). The "Change Password..." link is highlighted with a red rectangular box. At the bottom are "Save" and "Cancel" buttons and navigation arrows.

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.



The screenshot shows a 'User Information' section. On the left, there is a label '*Login' followed by a text input field containing the text 'admin'. To the right of this is a label '*Password' followed by a text input field. A red rectangular box highlights the '*Password' label and the text input field. To the right of the '*Password' input field is a link labeled 'Change Password...'. A red rectangular box also highlights this link.

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:

Your browser does not support the HTML5 video element

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](#).

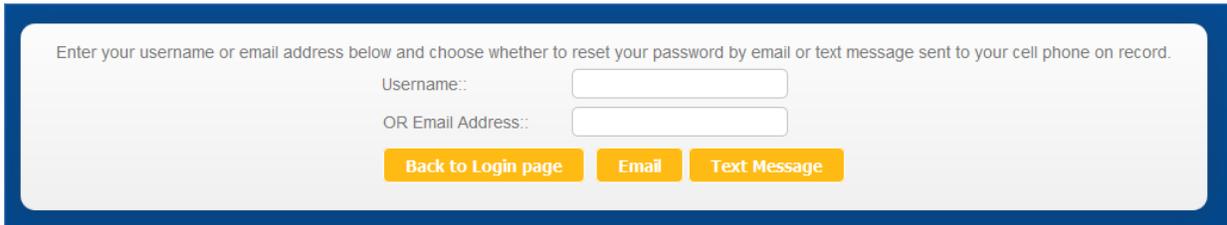
To reset your password...

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



The screenshot shows the Agiloft login page. At the top, the Agiloft logo is displayed in orange and white. Below the logo, the text 'Welcome to the Print Test KB' is shown. There are two input fields: 'Username:' and 'Password:', both with placeholder text and icons. Below the input fields, there is a radio button selection for 'Interface:' with 'Staff' selected and 'End User' unselected. A yellow 'Log In' button is positioned below the interface selection. At the bottom of the login form, there are three links: 'Self Register', 'Lost Password', and 'More Information'. The 'Lost Password' link is highlighted with a red rectangular box.

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.