

[Documentation](#) → [Help and Support](#) → [Contact Support](#) →

Change or Reset Password



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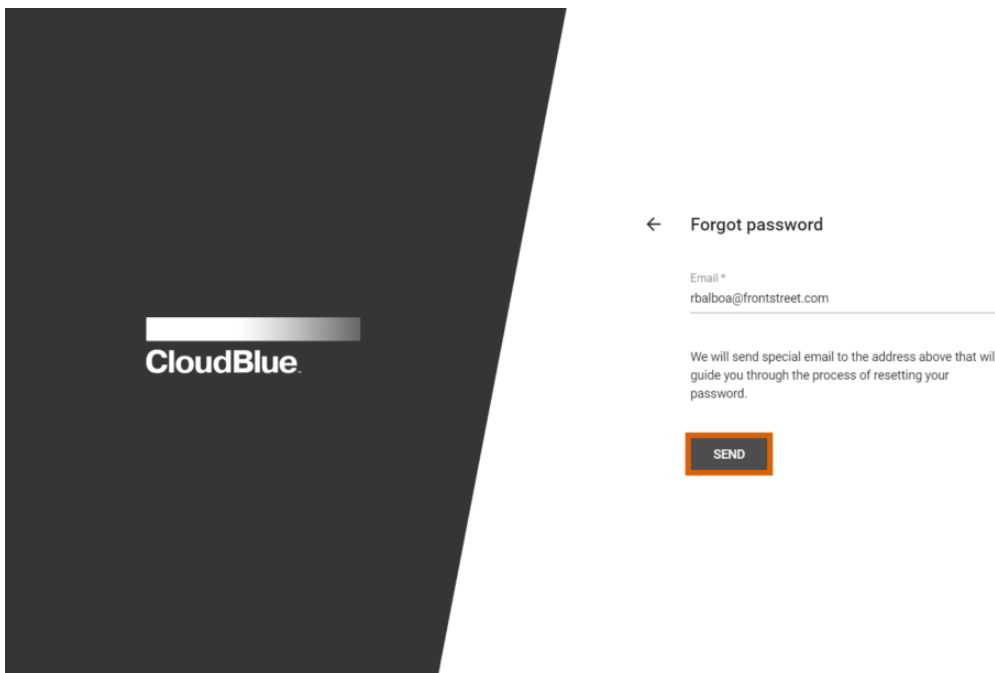
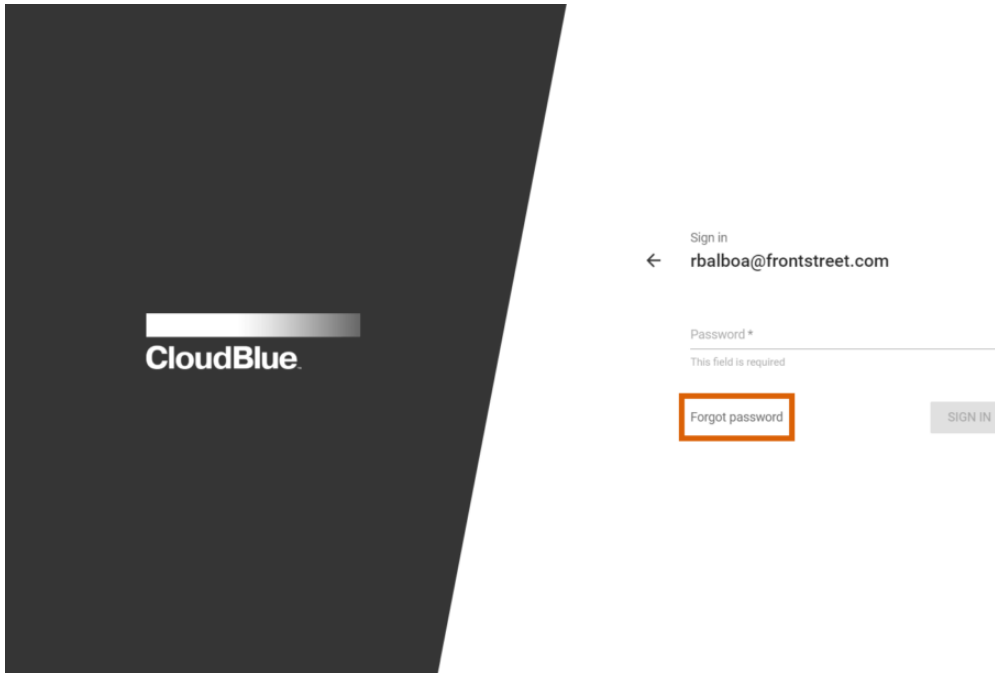
Auto-generated at September 26, 2022



In case you forgot or lost your password for the CloudBlue Connect platform, the system allows resetting your password. The system also enables to change or update your password for security reasons. The following provides instructions on how to reset and change your password.

Reset Password

If you don't have access to your Connect account and you cannot sign in, you can reset your password as follows:





Confirmation Code

We've sent email with reset password instructions. Please follow link from the email or copy/paste a reset password code to the field below

Code from the email *

NEXT



← Reset password

New password *

i Password policy

- Can't be the same as any of the last 10 passwords
- Must be at least 8 symbols length
- Must contain the following:
 - the letters in different cases;
 - a number;
 - one of the special characters.
- Must not contain more than 2 identical characters sequentially (111,aaa)

Confirm password *

Enter your password once again

NEXT

1. Click **Forgot password** that is located under the password input field.

Alternatively, simply use this button: Reset password

2. Enter your email address into the provided form and click **Send**.

- The system will send an email with your password reset confirmation code to your specified address.



Reset Password Email Might Be Blocked!

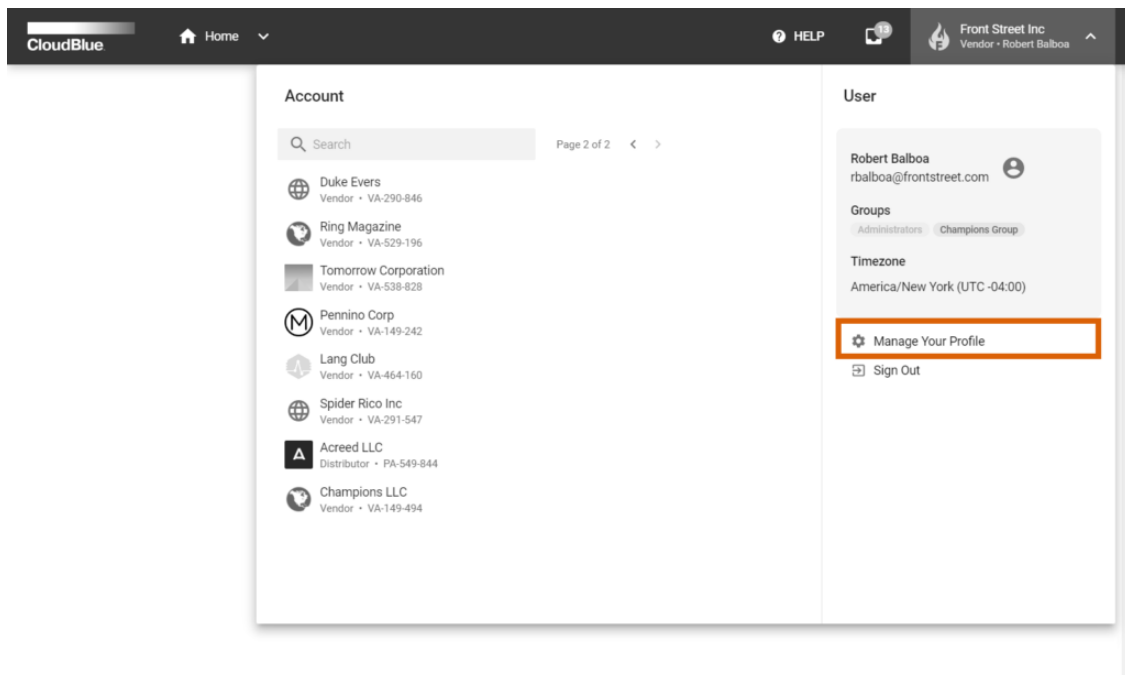
Note that the email with your confirmation code might be filtered by your email services. Therefore, **make sure to check your spam or junk email folder** to allow emails from **no-reply@connect.cloudblue.com**.

- Paste your provided password reset confirmation code and click **Next**.
- Specify your new password and click **Next** to proceed to the Connect platform.

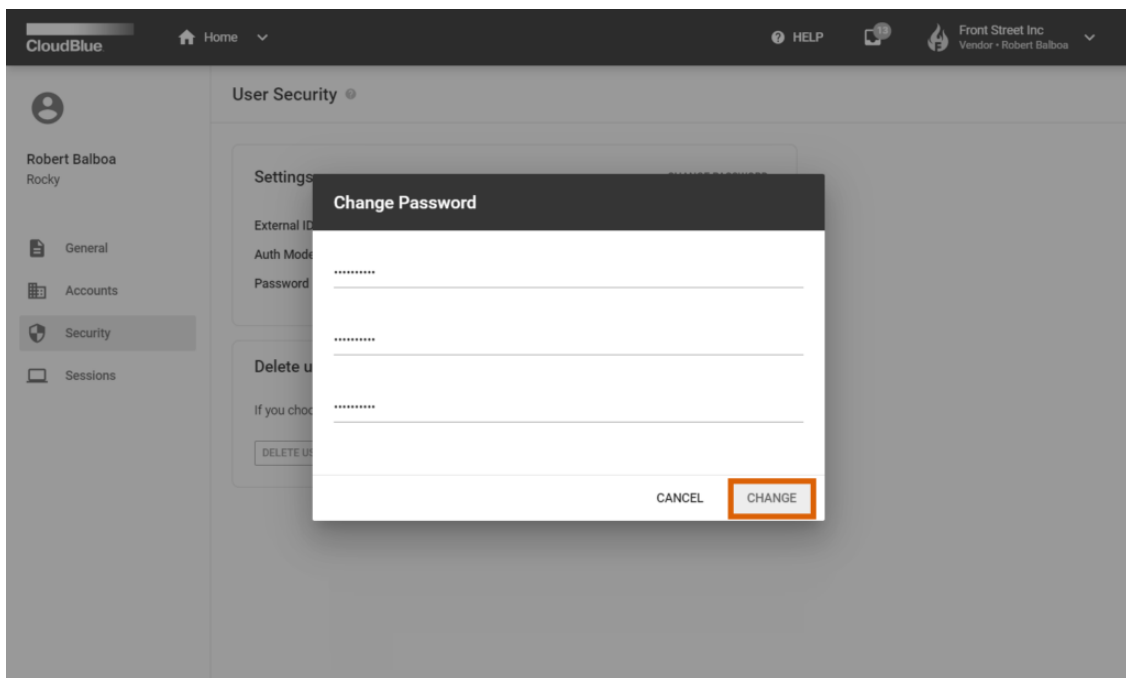
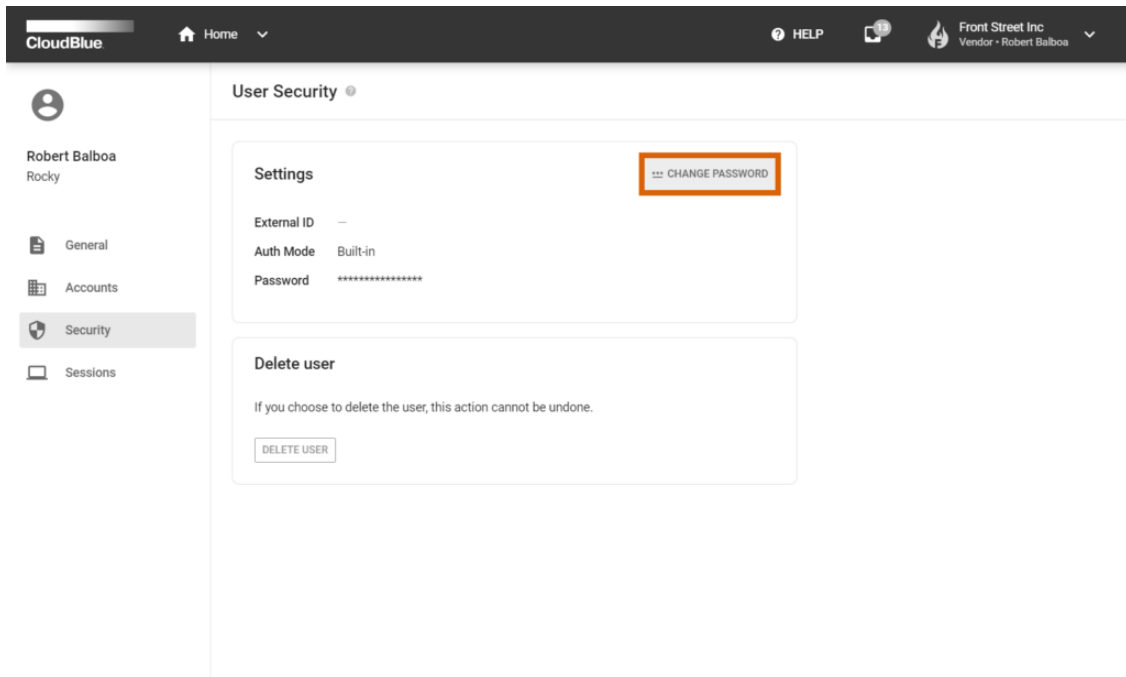
Therefore, your password will be successfully recovered. In case the system cannot accept your new password, make sure that it complies with the *password policy*. Specifically, your new password should contain at least 8 symbols length, must contain letters in different cases, a number, and a special character. It should not contain more than 2 identical characters and can't be the same as any of your last 10 passwords.

Change Password

Sign into your Connect account and update your password by following the steps below:



The screenshot shows the CloudBlue user interface. At the top, there is a navigation bar with the CloudBlue logo, a Home button, a HELP button, and a user profile dropdown for Robert Balboa. The main content area is divided into two panels: 'Account' and 'User'. The 'Account' panel contains a search bar and a list of vendors, including Duke Evers, Ring Magazine, Tomorrow Corporation, Pennino Corp, Lang Club, Spider Rico Inc, Acreed LLC, and Champions LLC. The 'User' panel shows the user's name (Robert Balboa), email (rbalboa@frontstreet.com), groups (Administrators, Champions Group), and timezone (America/New York (UTC -04:00)). A link labeled 'Manage Your Profile' is highlighted with an orange box, and a 'Sign Out' link is visible below it.



1. Open the navigation menu and click **Manage your profile**.
2. Switch to the **Security** tab and then click **Change Password**.

3. The following form requires to submit your current password and specify your new password twice.

4. Save your new password by clicking the **Change** button.

As a result, your password will be immediately changed. In case the authentication mode for your account is assigned to the *SAML* mode, please contact administrators of your organization for the instructions to change your password.