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# Change or Reset Password



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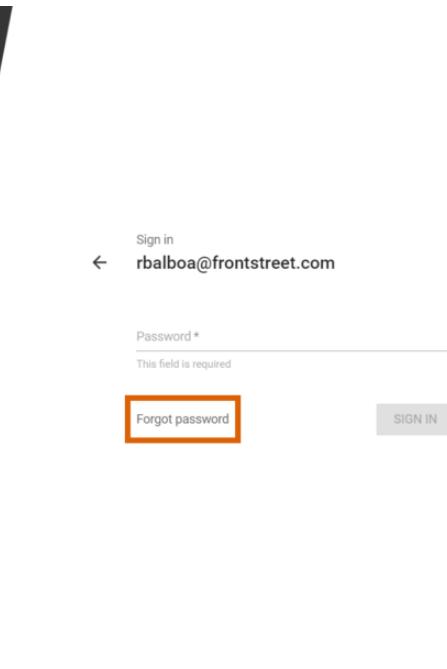
Auto-generated at January 18, 2026



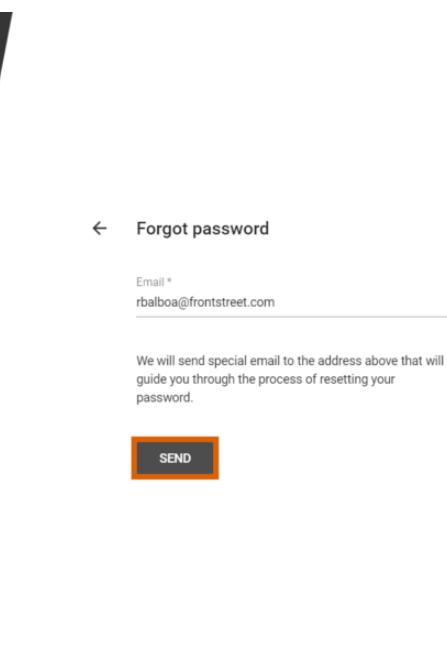
In case you forgot or lost your password for the CloudBlue Connect platform, the system allows resetting your password. The system also enables to change or update your password for security reasons. The following provides instructions on how to reset and change your password.

## Reset Password

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



The image shows two screenshots of the CloudBlue Connect interface. The left screenshot is the sign-in page, featuring a 'Sign in' button, a back arrow, and an email input field containing 'rbalboa@frontstreet.com'. The right screenshot is the 'Forgot password' page, featuring a back arrow, an email input field containing 'rbalboa@frontstreet.com', a 'Forgot password' button (which is highlighted with a red box), and a 'SIGN IN' button.



The image shows two screenshots of the CloudBlue Connect 'Forgot password' page. The left screenshot shows the page with a back arrow and an email input field containing 'rbalboa@frontstreet.com'. The right screenshot shows the page with a back arrow, an email input field containing 'rbalboa@frontstreet.com', a message stating 'We will send special email to the address above that will guide you through the process of resetting your password.', and a 'SEND' button (which is highlighted with a red box).



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**.

3. 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**.

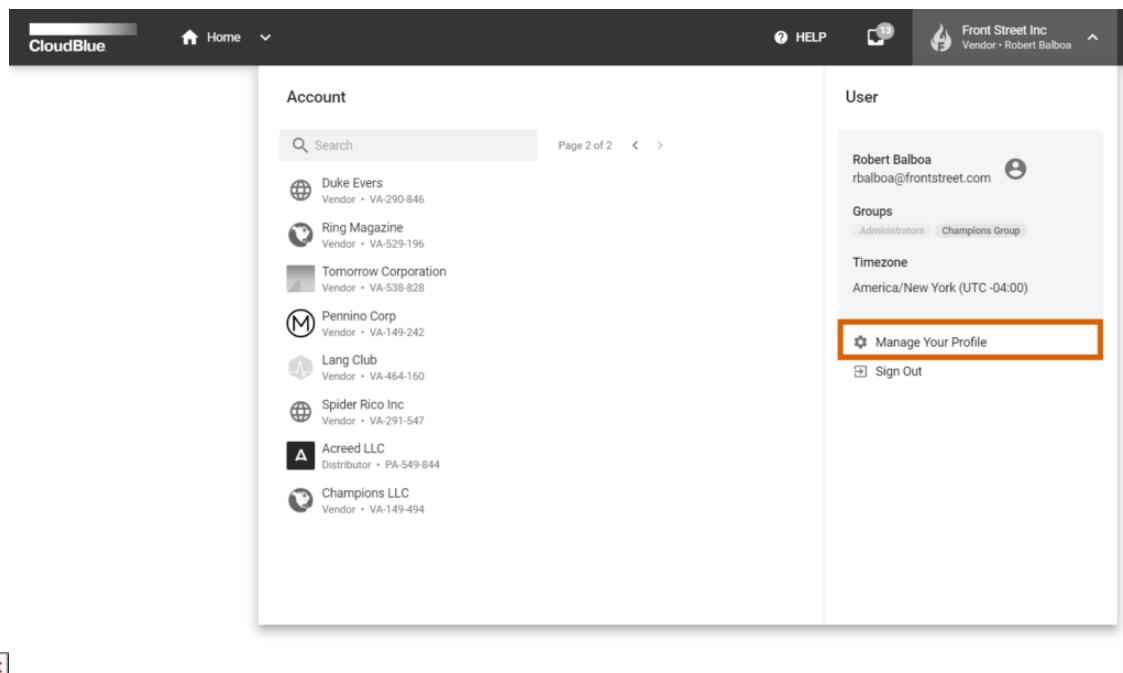
4. Paste your provided password reset confirmation code and click **Next**.

5. Specify your new password and click **Next** to proceed to the Connect platform.

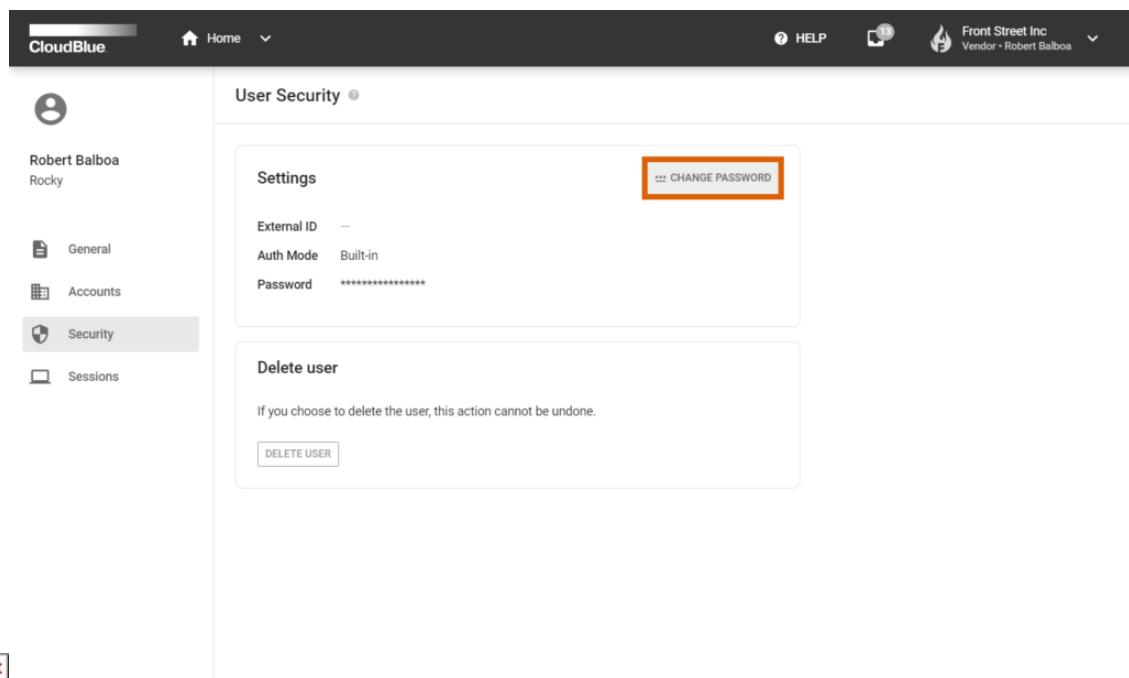
Therefore, your password will be successfully recovered. In case the system cannot accept your new password, make sure that it complies with the *password policy*. Specifically, your new password should contain at least 8 symbols length, must contain letters in different cases, a number, and a special 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 Connect platform interface. The top navigation bar includes the CloudBlue logo, a Home button, a HELP button, and a user profile for 'Front Street Inc' and 'Robert Balboa'. The main content area is divided into two sections: 'Account' on the left and 'User' on the right. The 'Account' section displays a list of vendor entries, each with a small icon, the name, and the vendor ID. The 'User' section shows the user profile for 'Robert Balboa' with email 'rbalboa@frontstreet.com', group 'Administrators', and 'Champions Group', and a 'Timezone' of 'America/New York (UTC -04:00)'. Below the user profile are two buttons: 'Manage Your Profile' (highlighted with a red box) and 'Sign Out'.



CloudBlue Home User Security

Robert Balboa  
Rocky

General Accounts Security Sessions

**Settings**

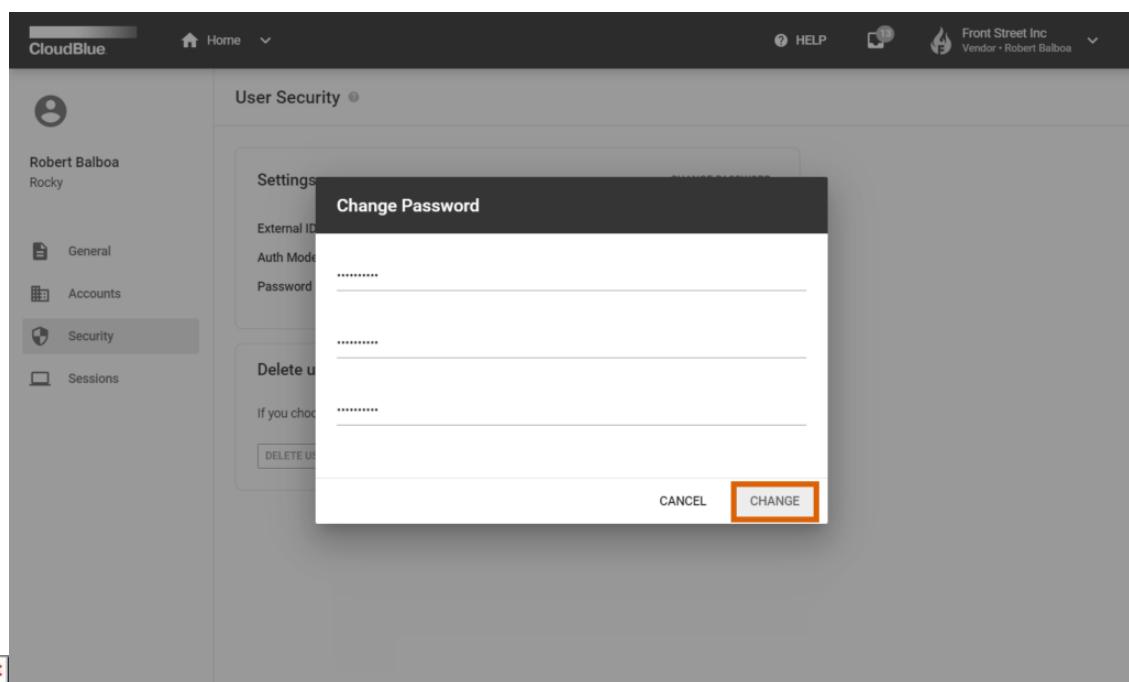
External ID: —  
Auth Mode: Built-in  
Password: \*\*\*\*\*

**Change Password**

**Delete user**

If you choose to delete the user, this action cannot be undone.

**DELETE USER**



CloudBlue Home User Security

Robert Balboa  
Rocky

General Accounts Security Sessions

**Change Password**

External ID: .....  
Auth Mode: .....  
Password: .....

**Delete user**

If you choose to delete the user, this action cannot be undone.

**DELETE USER**

CANCEL **CHANGE**

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.