

20.1 Reset a Forgotten Password



Depending on the configuration of your system, the **More Options** link with the **Forgot Password** option may not appear in your log-in screen. If it does not appear, you must contact your administrator to reset your password.

In case you forgot your password to your FileCloud account, just click on **More Options** and choose **Forgot Password** and follow the steps.

The image shows the FileCloud login interface. At the top left is the FileCloud logo. In the top right corner of the login area is an orange button labeled "New Account". Below this are two input fields: "Account" with the placeholder text "Enter account name or email" and "Password" with the placeholder text "Enter account password". Below the password field is a blue "Login" button. Under the "Login" button is a link labeled "+ More Options". A dropdown menu is open below this link, containing two options: "Forgot Password" (with a circular arrow icon) and "Single Sign On" (with a padlock icon). To the right of the dropdown menu, the text "Powered by FileCloud" is visible.