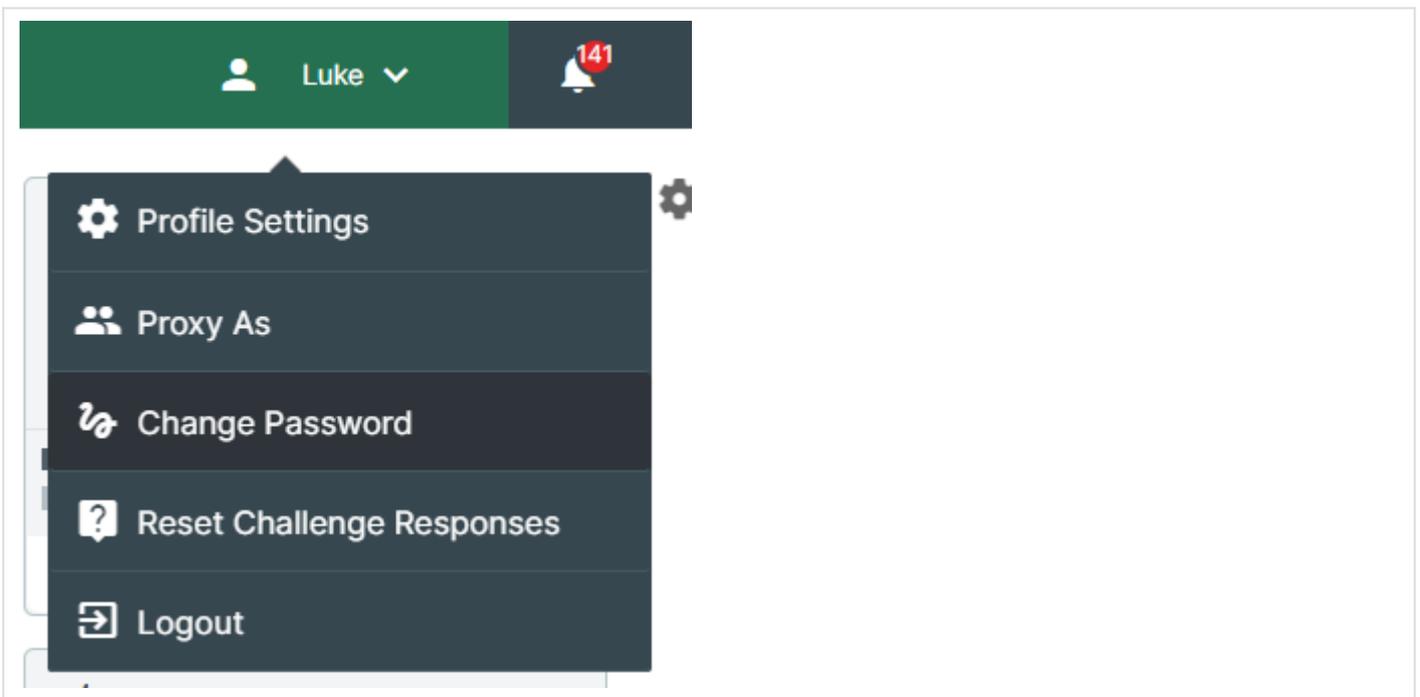


How To Reset Your Password

If You Are Able To Login

1. Login to RapidIdentity
2. In the top-right corner, click on your name. A drop-down menu will appear.
3. Click the **Change Password** button in the drop-down menu



4. Follow the prompt to set a new password

Change Password ✕

Staff Password Policy

Password policy for staff accounts:

Minimum Length: 12 characters
Minimum Complexity: Contains 3/4 of the following

- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

CURRENT PASSWORD

Current Password

NEW PASSWORD

New Password

CONFIRM NEW PASSWORD

Confirm New Password

Your new password MUST be:

- 12-255 characters long

Your new password MUST meet 3 of the following (0/3 met):

- Minimum 1 uppercase letter
- Minimum 1 lowercase letter
- Minimum 1 number
- Minimum 1 special character
- Minimum 1 Unicode character (ä, ê, Ë, etc.)

Cancel Save

5. Click the **Save** button

If You Are Unable To Login

1. Go to the RapidIdentity login page

2. Click the **Need help?** link above the username field

RapidIdentity



Login [Need help?](#)

Username

Go >

Scan QR Code >

Don't have an account yet? [Claim your account.](#)

Claim Account

For instructions on claiming your account, please [click here.](#)

3. Click the **Forgot My Password** button

RapidIdentity



Help Links [Back](#)

Forgot My Password

For instructions on claiming your account, please [click here.](#)

4. Follow the prompt to set your new password

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