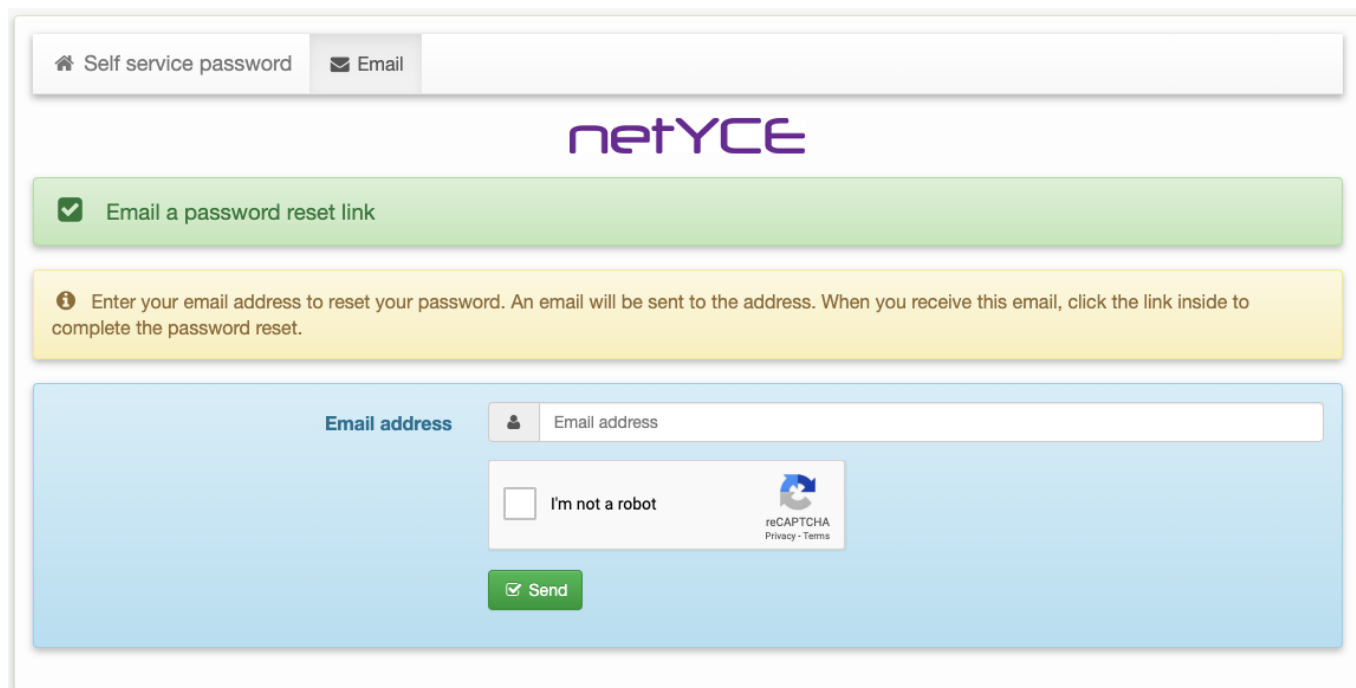


Table of Contents

Change your support account password 3

Change your support account password

If you forgot your support account password, you can change it yourself using [our password reset tool](#)




The screenshot shows the netYCE password reset interface. At the top, there are two tabs: 'Self service password' (selected) and 'Email'. Below the tabs is the netYCE logo. A green success bar at the top states 'Email a password reset link'. Below this is a yellow information box with an icon and text: 'Enter your email address to reset your password. An email will be sent to the address. When you receive this email, click the link inside to complete the password reset.' The main form area is light blue and contains a label 'Email address' next to a text input field. Below the input field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA widget. At the bottom of the form is a green 'Send' button with a checkmark icon.

Enter your email address, tick the captcha checkbox and click the *Send* button to receive an email with the password reset link.



A green horizontal bar with a checkmark icon on the left and the text 'A confirmation email has been sent'.


It might take 1 minute for the email to arrive.

 Your new password is required


 The link sent by email allows you to reset your password. To request a new link via email, [click here](#).

Your password must conform to the following constraints:

- Minimum length: 8
- Minimum number of uppercase characters: 1
- Minimum number of digits: 1
- Minimum number of special characters: 1
- Your new password may not be the same as your old password
- Your new password may not be the same as your login

Email address	<input type="text"/>
New password	<input type="password"/>
Confirm	<input type="password"/>
<input type="checkbox"/> I'm not a robot 	
<input type="button" value="Send"/>	

Please take notice of our password policy when entering your new password, tick the captcha checkbox and click the *Send* button

 Your password does not have enough special characters

This message will be displayed when the new password doesn't comply with our password policy.

 Your password was changed

Password has been changed successfully.

From:
<https://wiki.netyce.com/> - **Technical documentation**

Permanent link:
https://wiki.netyce.com/doku.php/maintenance:accounts:change_ldap_password

Last update: **2019/07/16 13:15**

