

Resetting your Password

If you forget your password, you can reset it using the '**Forgotten password?**' link.

1. On the login screen **click** the '**Forgotten password?**' link.



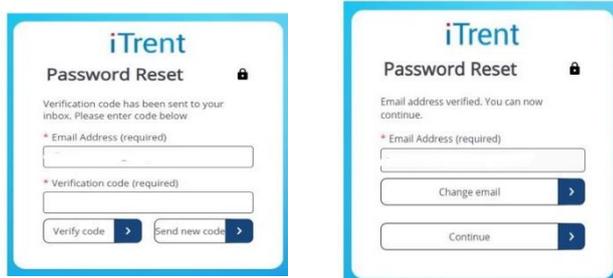
The screenshot shows the iTrent Login page. It has a title 'Login' and a lock icon. Below the title are two input fields: '* Email address (required)' and '* Password (required)'. At the bottom, there is a link labeled 'Forgotten password?'. A red arrow points to this link.

2. Next, enter your email address for the verification code, this must be the email address you used to register with.



The screenshot shows the iTrent Password Reset page. It has a title 'Password Reset' and a lock icon. Below the title is the instruction 'Please verify your email address.' followed by an input field for '* Email Address (required)'. Below that is a button labeled 'Send verification code'. Two red arrows point to the input field and the button.

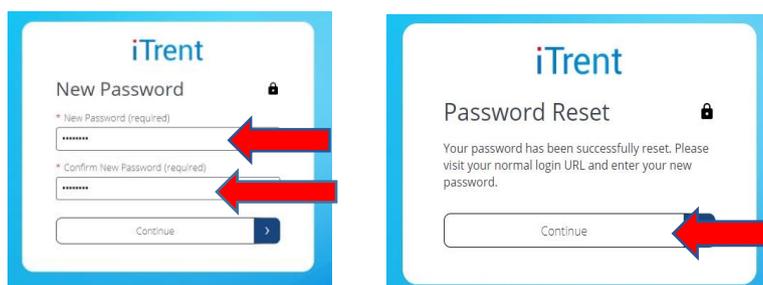
3. When you receive the email enter the code and **click verify**.



Two screenshots of the iTrent Password Reset page. The left screenshot shows the verification step: 'Verification code has been sent to your inbox. Please enter code below.' It has input fields for '* Email Address (required)' and '* Verification code (required)', and buttons for 'Verify code' and 'Send new code'. The right screenshot shows the next step: 'Email address verified. You can now continue.' It has an input field for '* Email Address (required)', a 'Change email' button, and a 'Continue' button.

 If you need another code, **click 'Send new code'** which will generate another email with a new 6-digit verification code.

4. When verifying you'll be asked to enter a new password and then enter it again to confirm it.
5. Next, **click 'Continue'**. You will see a message confirming your password has been reset.



Two screenshots of the iTrent Password Reset page. The left screenshot shows the 'New Password' step: 'New Password' with a lock icon. It has input fields for '* New Password (required)' and '* Confirm New Password (required)', and a 'Continue' button. Red arrows point to the input fields and the button. The right screenshot shows the final confirmation: 'Password Reset' with a lock icon. The message says 'Your password has been successfully reset. Please visit your normal login URL and enter your new password.' Below the message is a 'Continue' button. A red arrow points to the button.