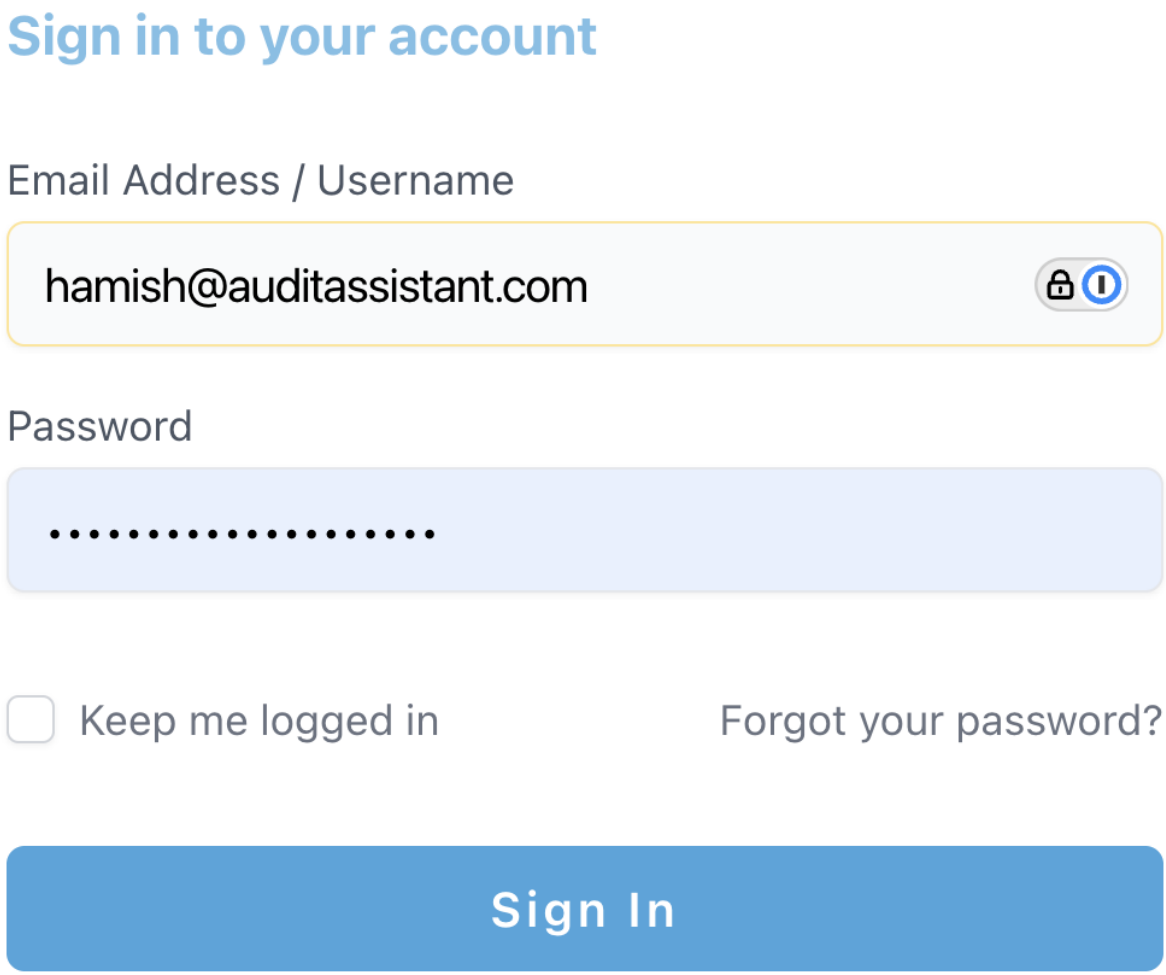
How do I change my password or get a new one?

Last updated 13 November 2026

A. Forgotten password?

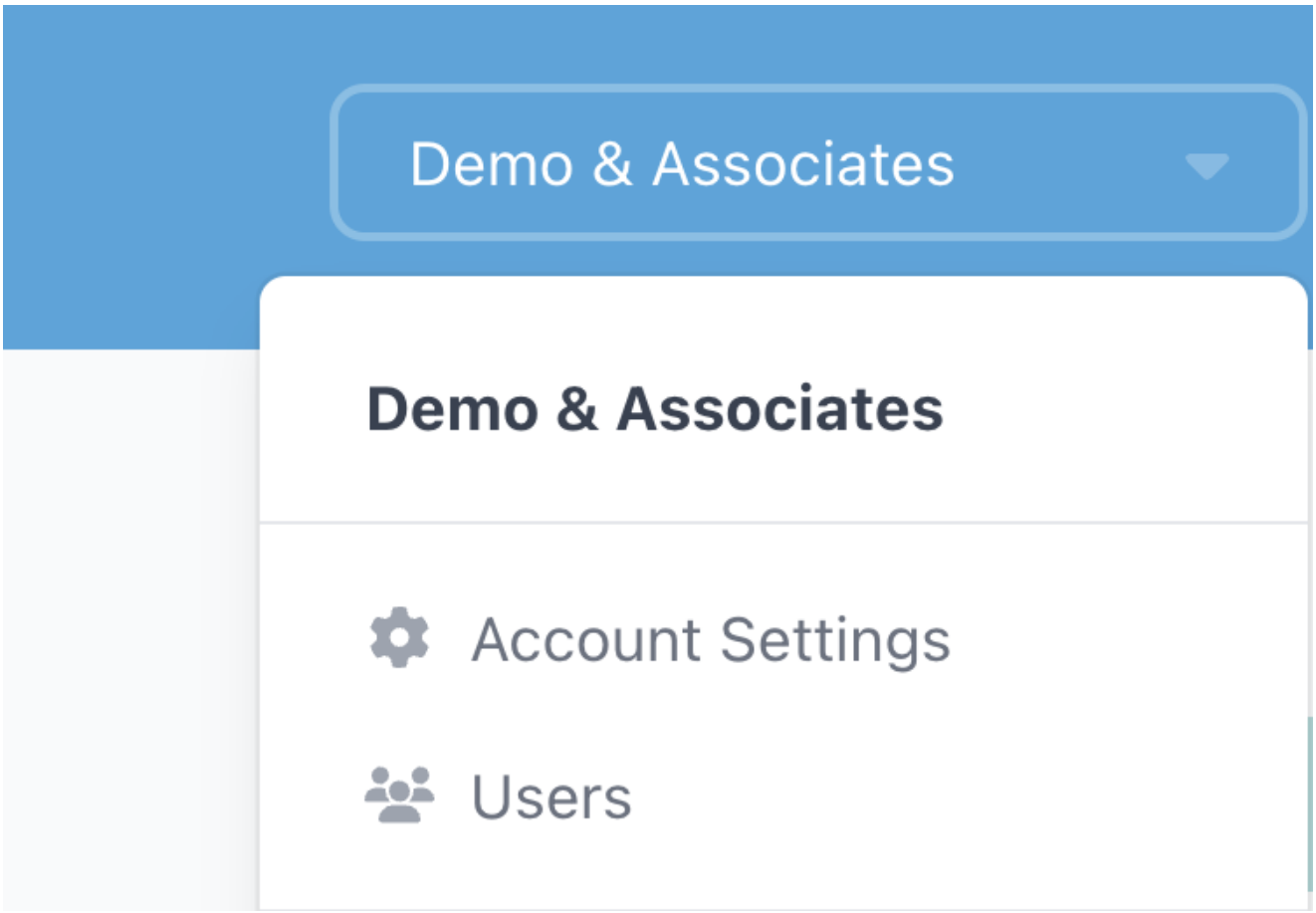
Users who have forgotten their password may:

- Use the "Forgot your password?" button on the login page where a user can request a reset.

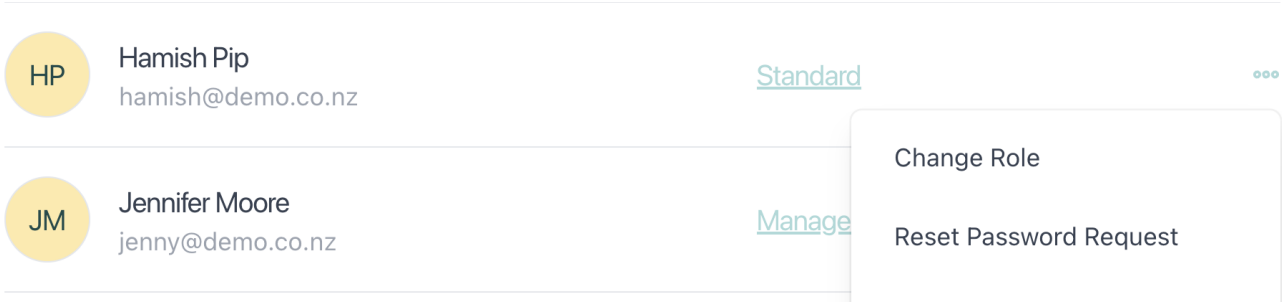


- Ask their account owner to go to their 'Users' tab, where they may edit their details and generate a new password. (An account owner may generate a new password by going into

the 'Users' tab,



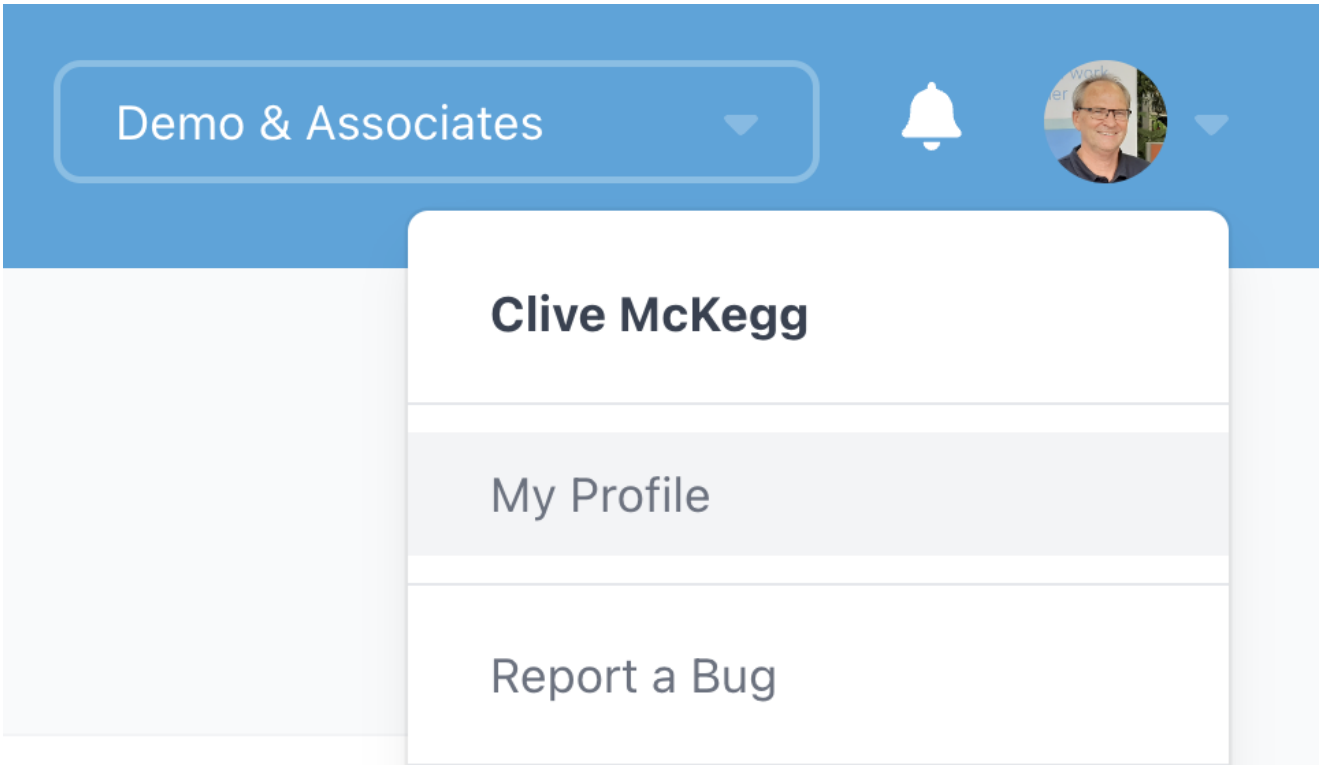
then selecting the user to edit, clicking the checkbox next to "Reset Password Request" and saving. A new password will be generated and sent to the user's email address.)



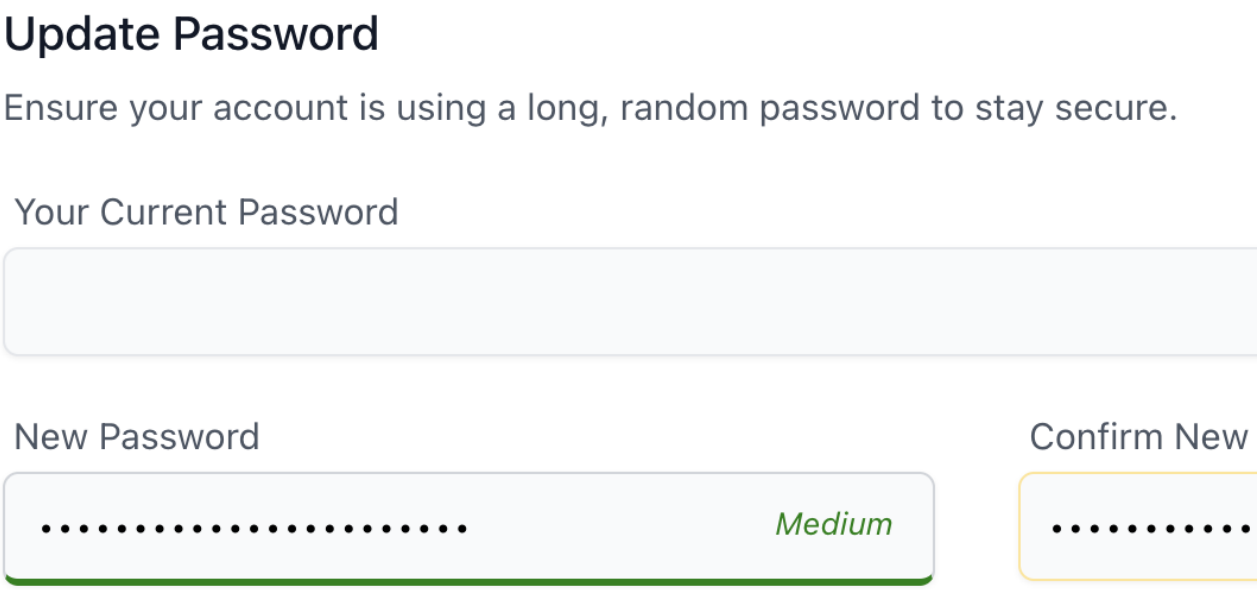
- Or contact support to assign a new password.

B. Changing password?

Once logged in users may change their own password from the My Profile tab, then enter or generate a new password and save.



Users will see a password strength meter as an indicator to tell them how strong the password they are entering is considered. Passwords must be at least ten characters long, containing at least one capital, one lower case, one number, and one special character.



C. Additional notes and Security

- For security reasons, whenever a password is changed, the user will be logged off on all Audit Assistant sessions they may be running (say if they are logged in on additional device). If the user changes their own password, the Audit Assistant session that they used to change their password will not be logged off but every other session will.
- When Audit Assistant detects a user is logged in from a different device they will be sent an email saying “someone has logged in from a different device". If a user receives this email and it was not them that logged in, it is recommended that they click on the link provided in the email to generate a new password. The user will be logged off all Audit Assistant sessions and their new password will be emailed to them.

See also Setting up users.