

Jackrabbit User ID Passwords

Jackrabbit User ID Passwords are case sensitive and must contain at least:

- ✓ 9 characters
 - ✓ 1 lowercase
 - ✓ 1 uppercase
 - ✓ 1 number
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Things happen, and passwords are forgotten or need to be updated periodically.

A Jackrabbit **User ID** password can be managed by the account User or another Jackrabbit User who has been given the required **User Permissions**.

<p>Change Your Own Password Option 1</p>	<div data-bbox="590 1310 1077 1702"><p>Change Password</p><p>Old Password* <input type="text"/></p><p>New Password* <input type="text"/></p><p>Password must contain:</p><ul style="list-style-type: none">✗ 9 characters✗ 1 lowercase✗ 1 uppercase✗ 1 number<p>Re-enter Password* <input type="text"/></p><p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p></div> <ul style="list-style-type: none">• Select the Gear icon > Account > Change Password.• Enter the Old Password and select a New Password that meets the requirements. Complete the Re-enter Password field and select Save.
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Change Your Own Password Option 2

The image shows two overlapping screenshots from the Jackrabbit Technologies application. The background screenshot is the 'Login to Your Account' page, which includes a 'Login with Facebook' button, a 'User ID' field containing 'agingvictor@gmail.com', a 'Password' field with masked characters, and a 'Forgot Password' link highlighted with a yellow box. A dashed yellow arrow points from this link to the foreground screenshot. The foreground screenshot is a 'Forgot Password' modal window. It features the Jackrabbit Technologies logo, the title 'Forgot Password', and instructions: 'Enter your User ID and Email Address on file and click "Reset My Password", so we can send you an email with a password reset link. This link is valid for 2 hours.' Below the instructions are two input fields: 'User ID' and 'Email Address', both highlighted with yellow boxes. At the bottom of the modal is a blue 'Reset My Password' button, with a hand cursor icon hovering over it. Below the button is a link for help: 'Need Help? Contact your system administrator or email the Jackrabbit Support Team'.

- Navigate to the Jackrabbit login page at <https://app.jackrabbitclass.com/jr4.0/Login> and select the **Forgot Password** link.
- Enter the **User ID** and **Email Address** related to the User ID.
 - Use the email address provided when the User ID was created or last modified in Jackrabbit.
- Select **Reset My Password**, and the reset password link will be valid for 2 hours.
- If the User ID or email address on file is unknown, another Jackrabbit User with the required permissions can help or contact support@jackrabbitech.com. The Support Team will need the User's full name and the organization's name to assist.

Change Another User's Password

User: LBARNHARDT

← RETURN  SAVE CHANGES  DELETE

USER DETAILS	User Details
USER PERMISSIONS	Reset Password Clone User Permissions Revoke User ID
USER ACCESS-LOCATIONS	UserID LBARNHARDT Org Ed's Recreational Center
USER ACCESS-CATEGORY1	First Name* <input type="text" value="Lisa"/>
USER ACTIVITY	Last Name* <input type="text" value="Barnhardt"/>

- Select the **Gear** icon > **Settings** > **Users & Permissions** > **User IDs** (left menu) and select a **User ID**.
- Select the **Reset Password** button to create a temporary password.
- Notify the User and advise them to log in and change their password to one of their choice.



For the security of your data, Jackrabbit will block a User ID's access to your system after three failed login attempts and change the User ID status to locked out. Only a User with both the *Manage Users & Permissions* and *Edit User Permissions* can change the status back to normal. [Learn more about User ID Login Status.](#)