

Jackrabbit User ID Passwords

Jackrabbit **User ID** passwords are **case-sensitive** and must contain **at least**:

- **9 characters**
 - **1 lowercase**
 - **1 uppercase**
 - **1 number**
-

Things happen, passwords may need to be changed or they can be forgotten.

There are several ways a Jackrabbit User ID password can be managed, either by the User themselves or by another Jackrabbit User who has been given the required permissions, *Users & Permissions* (*Gear icon > Settings*). [Learn more about User Permissions.](#)

Jackrabbit Designated User

When the User is logged into Jackrabbit

- *Gear (icon) > Account > Change Password*

Change Password

Old Password*

New Password*

Password must contain:

- × 9 characters
- × 1 lowercase
- × 1 uppercase
- × 1 number

Re-enter Password*

- Enter a new password that meets the requirements (will be indicated with a green check mark).

From the Jackrabbit Login Page

- *Forgot Password*

The screenshot shows the Jackrabbit Technologies login page on the left and a 'Forgot Password' modal window on the right. The login page has a 'Forgot Password' link highlighted with a yellow box and a dashed arrow pointing to the modal. The modal contains the Jackrabbit 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 input fields for 'User ID' and 'Email Address', and a 'Reset My Password' button. A hand icon is shown clicking the button. At the bottom of the modal, there is a link: 'Need Help? Contact your system administrator or email the Jackrabbit Support Team'.

- The *Email Address on file* is the address that was used when the User ID was created or last modified in Jackrabbit.
If the User ID or email on file is not known, a User with the correct permissions can help or contact support@jackrabbittech.com. To be able to assist, they'll need the User's full name and the name of the organization.
- The reset password link is valid for 2 hours.

Other Jackrabbit User (with correct permissions)

From within Jackrabbit

- *Gear (icon) > Settings > Users & Permissions > User IDs (select a User ID from the list)*

User: DIHARRIS

The screenshot shows the user management interface for user 'DIHARRIS'. At the top, there are three buttons: 'RETURN', 'SAVE CHANGES', and 'DELETE'. Below these are several tabs: 'USER DETAILS', 'USER PERMISSIONS', 'USER ACCESS-LOCATIONS', 'USER ACCESS-CATEGORY1', and 'USER ACTIVITY'. The 'USER DETAILS' tab is active, showing a 'Reset Password' button highlighted with a yellow box and a hand icon clicking it, and a 'Clone User' button. Below the buttons, the user's details are displayed: 'UserID: DIHARRIS', 'Org: Jackrabbit Help Center', 'First Name: Dianne', and 'Last Name: Harris'.

- Use the **Reset Password** button to generate 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, the Jackrabbit system will block a User ID's access to your database after three failed login attempts and change the User ID status to **Locked Out**. Only a User with both permissions "Manage Users & Permissions" and "Edit User Permissions" can change the status back to **Normal**. [Learn more about User ID Login Status](#)
