

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, 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**.

Change Password	
Change Your Own Password Option 1	Old Password* <input type="password"/>
	New Password* <input type="password"/>
	Password must contain: ✗ 9 characters ✗ 1 lowercase ✗ 1 uppercase ✗ 1 number
	Re-enter Password* <input type="password"/>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

- 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**.

Change Your Own Password Option 2

The screenshot shows the Jackrabbit Technologies login interface. On the left, the 'Login to Your Account' section 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 'Forgot Password' modal on the right. The modal has a title bar with a close button (X). Inside, it features 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 this are two input fields for 'User ID' and 'Email Address'. A blue 'Reset My Password' button is at the bottom, with a hand cursor icon over it. At the very bottom of the modal, there is a link: '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@jackrabbittech.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 PERMISSIONS](#)[USER ACCESS-LOCATIONS](#)[USER ACCESS-CATEGORY1](#)[USER ACTIVITY](#)

User Details

[Reset Password](#)[Clone User Permissions](#)[Revoke User ID](#)UserID **LBARNHARDT** Org **Ed's Recreational Center**

First Name *

Lisa

Last Name *

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.](#)