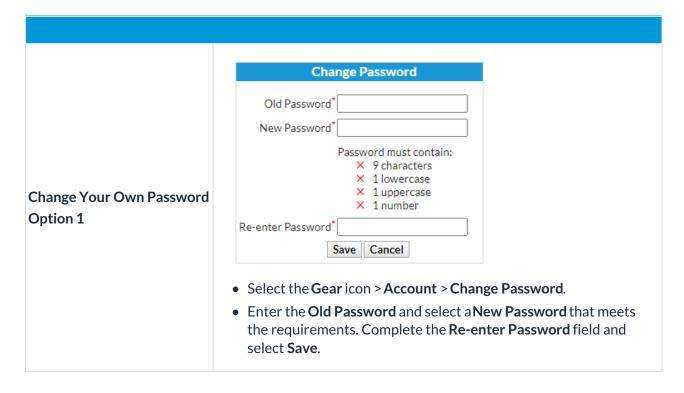
Jackrabbit User ID Passwords

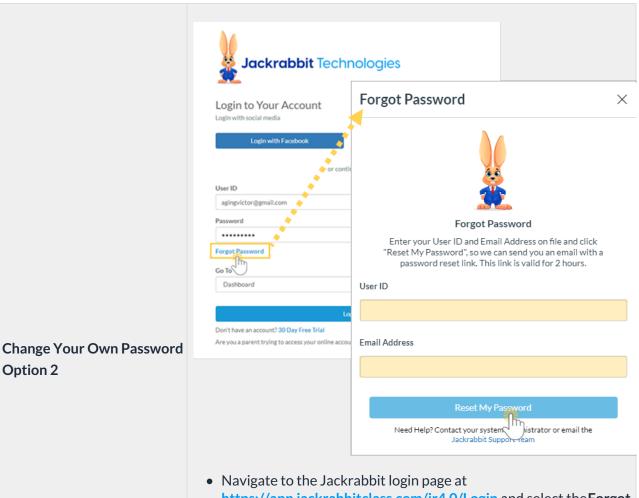
Jackrabbit User ID Passwords are case sensitive and must contain at least:

- 9 characters
- ✓ 1 lowercase
- √ 1 uppercase
- ✓ 1 number

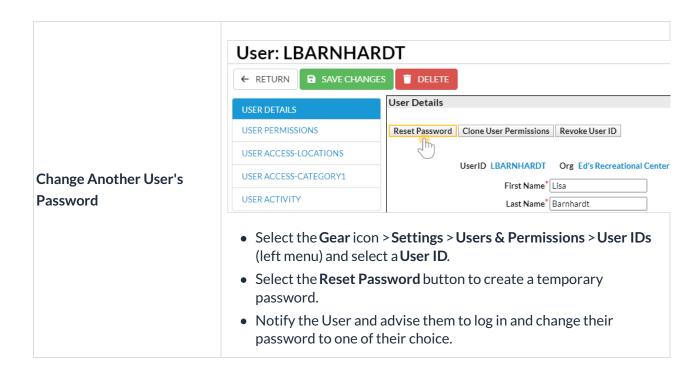
Things happen, and passwords are forgotten or need to be updated periodically.

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





- 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.





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.