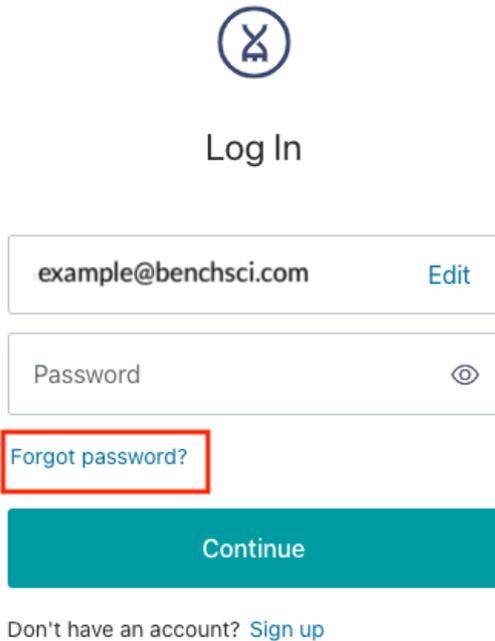


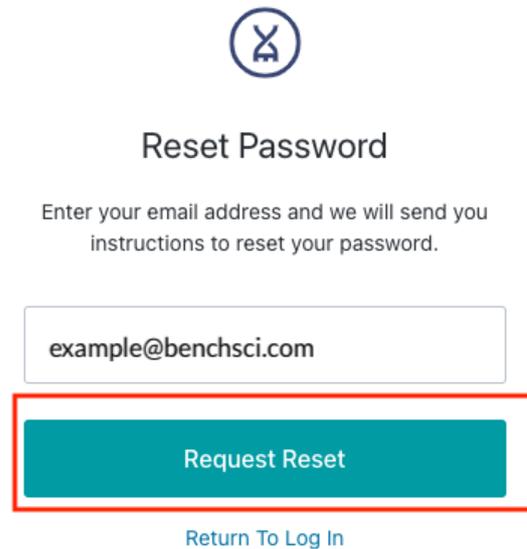
# How do I reset or change my password?

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If you would like to change your password or can't log in because you've forgotten your password, enter your email address and select **Forgot password** on the login page. You will be prompted to **Request Reset**.



The login form features a circular icon with a crossed-out key at the top. Below it is the text "Log In". The form contains two input fields: the first is for an email address, showing "example@benchsci.com" with an "Edit" link to its right; the second is for a password, showing "Password" with an eye icon to its right. Below the password field is a link labeled "Forgot password?". At the bottom of the form is a teal "Continue" button. Below the button is the text "Don't have an account? [Sign up](#)".



The reset password form features a circular icon with a crossed-out key at the top. Below it is the text "Reset Password". The form contains one input field for an email address, showing "example@benchsci.com". Below the field is a teal "Request Reset" button. Below the button is the text "Return To Log In".

You'll receive an email with instructions to choose your new password. Your new password must contain:

- 8+ characters
- 1 lowercase letter
- 1 uppercase letter
- 1 number or special character (!@#\$%^&\*...)

Password reset does not apply to users logging in through single-sign-on (SSO). If you are having trouble logging in, please reach out through the chatbot.