Jackrabbit User ID Passwords

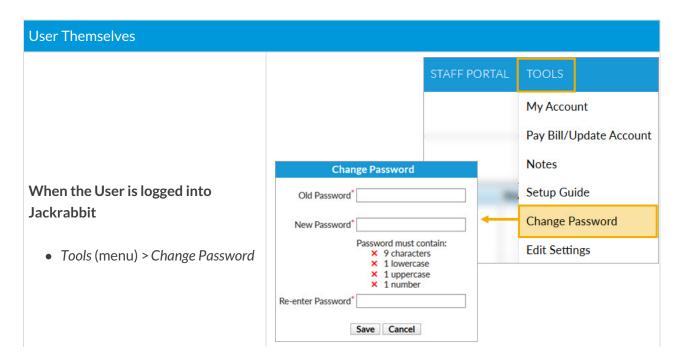
Last Modified on 11/03/2020 12:28 am EST

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

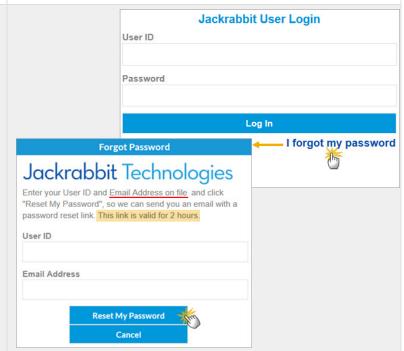
- 9 characters
- 1 lowercase
- 1 uppercase
- 1 number

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, *Manage Users & Permissions (Tools* category) and *Edit User Permissions (Tools* category). **Learn more about User Permissions.**



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



From the Jackrabbit Login Page

I forgot my password

- 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 are 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 only valid for 2 hours.

Other Jackrabbit User (with correct permissions)

From within Jackrabbit

 Tools (menu) > Manage Users & Permissions > select User ID



- 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.