

# Jackrabbit User ID Passwords

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

- **9 characters**
  - **1 lowercase**
  - **1 uppercase**
  - **1 number**
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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.](#)

## User Themselves

When the User is logged into Jackrabbit

- *Tools (menu) > Change Password*

The screenshot displays the Jackrabbit Staff Portal interface. At the top, there are two tabs: 'STAFF PORTAL' and 'TOOLS'. The 'TOOLS' tab is active and highlighted with a yellow border. Below the tabs, a list of options is visible: 'My Account', 'Pay Bill/Update Account', 'Notes', 'Setup Guide', 'Change Password', and 'Edit Settings'. The 'Change Password' option is highlighted with a yellow background, and a yellow arrow points to it from the left. In the foreground, a 'Change Password' modal window is open. It contains three input fields: 'Old Password\*', 'New Password\*', and 'Re-enter Password\*'. Below these fields, a list of requirements is shown: 'Password must contain:' followed by '9 characters', '1 lowercase', '1 uppercase', and '1 number', each preceded by a red 'X' icon. At the bottom of the modal, there are 'Save' and 'Cancel' buttons.

- 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](mailto: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](#)

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