

Jackrabbit User ID Passwords

Last Modified on 11/03/2020 12:31 am EST

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

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

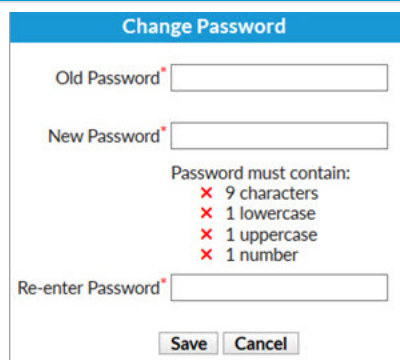
Things happen, passwords may need to be changed or they can be forgotten.

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, *Users & Permissions* (*Gear icon > Settings*). [Learn more about User Permissions.](#)

Jackrabbit Designated User

When the User is logged into Jackrabbit

- *Gear (icon) > Account > Change Password*



- 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

- Gear (icon) > Settings > Users & Permissions > User IDs (select a User ID from the list)

- 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](#)
