# How to reset your Deskpro password

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## Overview

If you've forgotten your Deskpro password or need to reset it for security reasons, you can easily do so using the self-service password reset feature:

## Steps to Reset Your Password

### Method 1: Self-Service Reset

1. Navigate to your Deskpro login page
2. Click the "Forgot Password?" link below the login form
3. Enter your email address associated with your Deskpro account
4. Click "Send Reset Link"
5. Check your email inbox for a password reset message from Deskpro
6. Click the reset link in the email (valid for 24 hours)
7. Create a new password following these requirements:
    - Minimum 8 characters
    - At least one uppercase letter
    - At least one lowercase letter
    - At least one number
    - At least one special character (!@#$%^&*)
8. Confirm your new password and click "Update Password"

### Method 2: Contact Support

If you cannot access your email or the reset link has expired:

1. Contact your IT administrator or help desk
2. Provide your username and employee ID for verification

3. A new temporary password will be issued

4. You'll be required to change this temporary password on first login

## Troubleshooting

- **Email not received?** Check your spam/junk folder and ensure emails from noreply@deskpro.com are not blocked

- **Reset link expired?** Request a new reset link - each link is valid for 24 hours only

- **Still having issues?** Submit a ticket to IT Support with your employee ID

## Security Best Practices

- Never share your password with others

- Use a unique password not used for other accounts

- Consider using a password manager

- Log out of shared computers after use