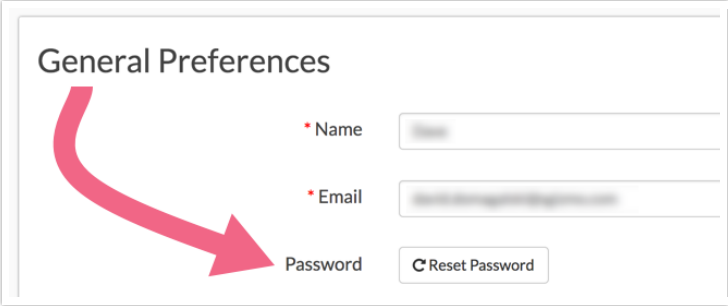
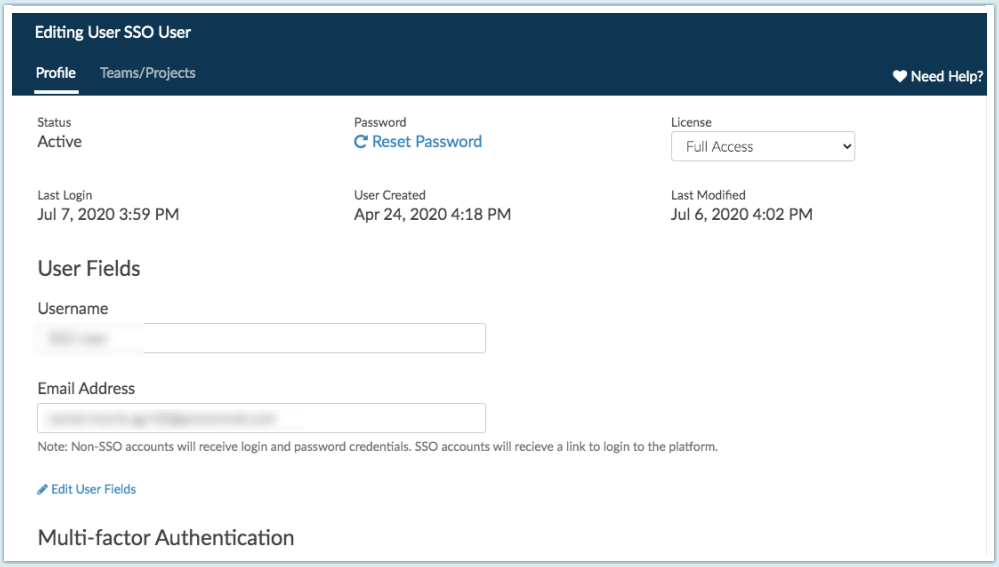
How do I reset my password?

If you need to change your SurveyGizmo password, click **Account > Summary > My Preferences**. Then click the **Reset Password** button. A password reset link will be sent to the email address you see in this window.



The link is valid until Midnight (EST). Once you click it, you will be taken to a page where you can create a new password!

If one is utilizing the enterprise theme, select **Account > User Management > User.** From the Profile view of the user, select **Reset Password.** This fires an email to the address attached to the user:



If you are having difficulties resetting your password, your account administrator might have put some

advanced password security settings in place & forgotten to detail what the restrictions were. In those cases, reach out to the Account Administrator on your account for more information.

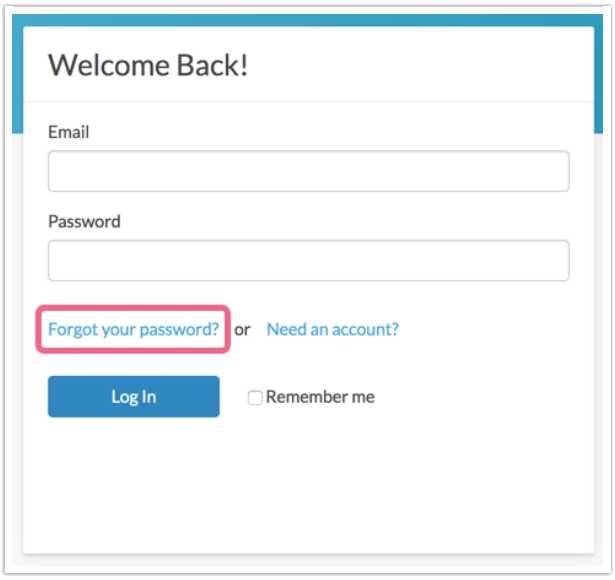
If all else fails, please contact our Support Team and we'll get your password sorted out!

Forgot Your Password

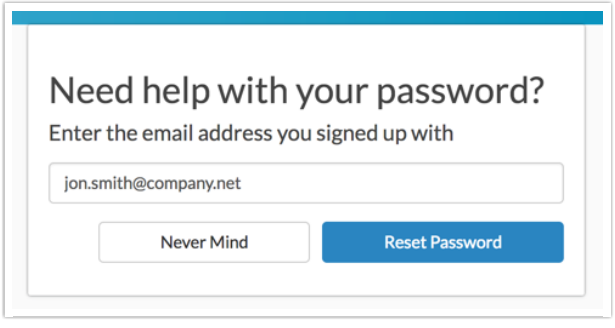
If you have forgotten your SurveyGizmo login password, you can reset your password via the login screen at:

https://app.surveygizmo.com/login/v1

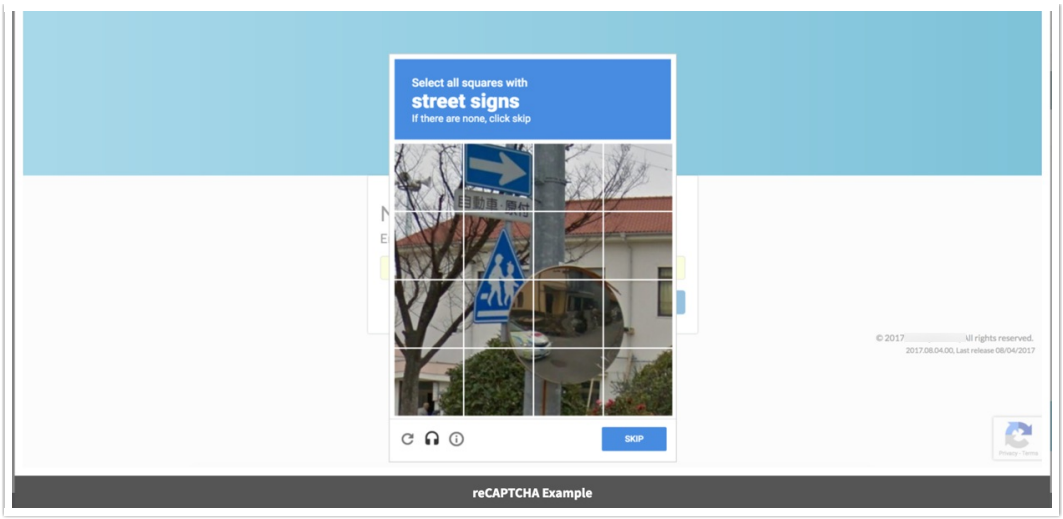
1. Click the **Forgot your password?** link found just above the **Log In** button.



2. Enter the email address associated to your SurveyGizmo user account. If you need to go back to the login screen, click **Never Mind**. Otherwise, click **Reset Password** to proceed.



3. For security purposes, you will need to complete a **reCAPTCHA** form to proceed. Follow the on-screen prompts and click **Verify** to finish. Once complete, an email with reset instructions will be sent.



4. Click on the password reset link within the email to create a new password. *The link is valid until Midnight (EST)*. Once you click it, you will be taken to a page where you can set up a new password.

Considerations

You can attempt to reset your password a *maximum of three times*, at which point you will be locked out of the system for *20 minutes* before you can attempt again.

Related Articles