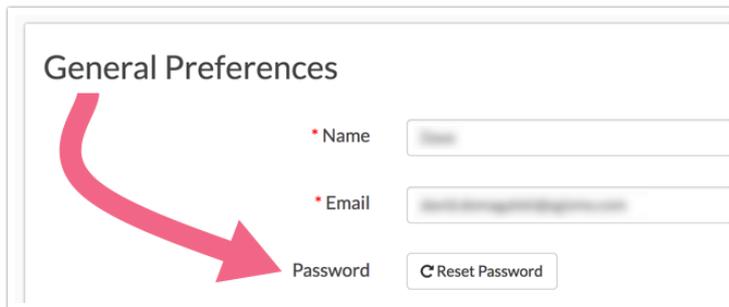


How do I reset my password?

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.



General Preferences

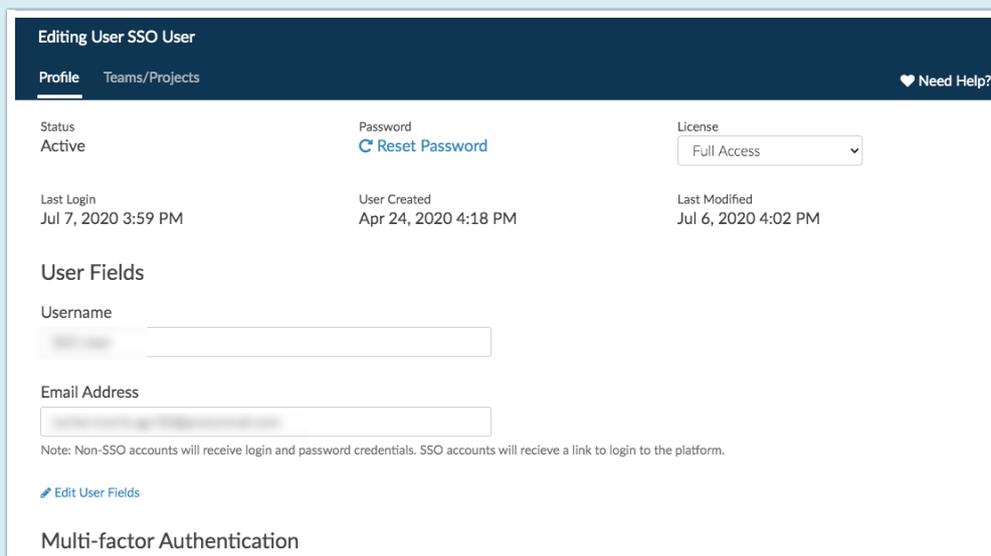
* Name

* Email

Password

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:



Editing User SSO User

Profile Teams/Projects [Need Help?](#)

Status Active	Password Reset Password	License Full Access
Last Login Jul 7, 2020 3:59 PM	User Created Apr 24, 2020 4:18 PM	Last Modified Jul 6, 2020 4:02 PM

User Fields

Username

Email Address

Note: Non-SSO accounts will receive login and password credentials. SSO accounts will receive a link to login to the platform.

[Edit User Fields](#)

Multi-factor Authentication

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.

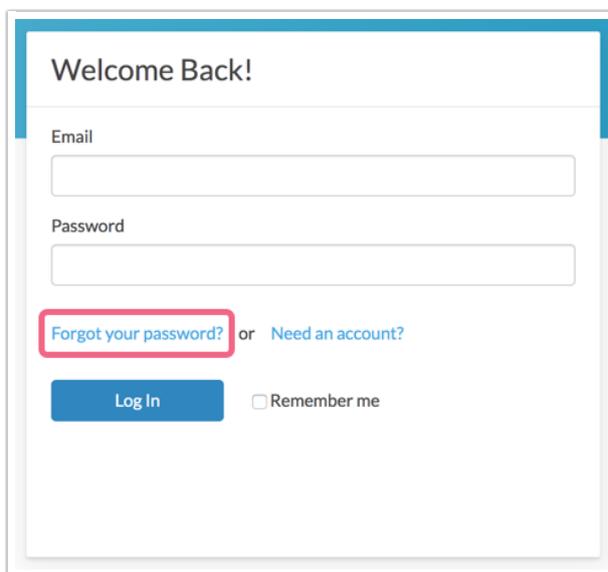
If all else fails, please contact our [Support Team](#) and we'll get your password sorted out!

Forgot Your Password

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

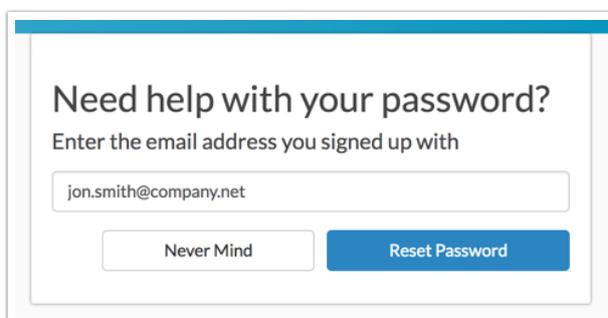
<https://app.surveygizmo.com/login/v1>

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



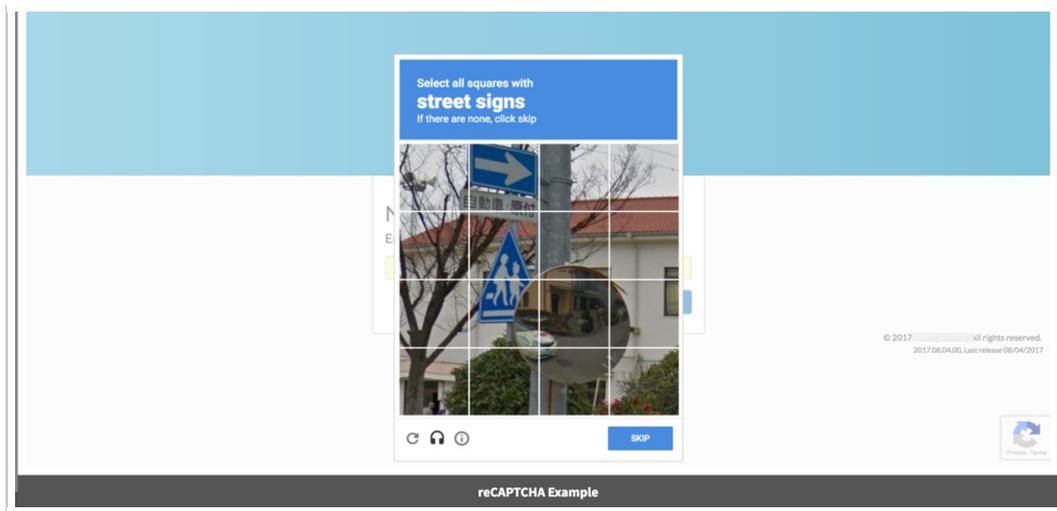
The screenshot shows the 'Welcome Back!' login page. It features two input fields for 'Email' and 'Password'. Below these fields, the text 'Forgot your password?' is highlighted with a red rectangular box, followed by 'or' and 'Need an account?'. At the bottom, there is a blue 'Log In' button and a checkbox labeled 'Remember me'.

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.



The screenshot shows the 'Need help with your password?' screen. It asks the user to 'Enter the email address you signed up with'. The email address 'jon.smith@company.net' is entered in the input field. Below the input field, there are two buttons: 'Never Mind' and 'Reset Password'.

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