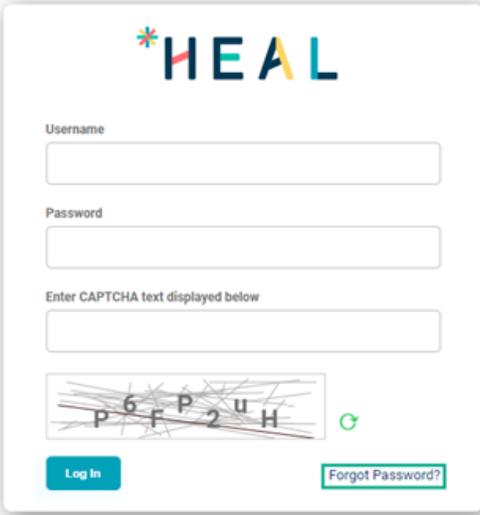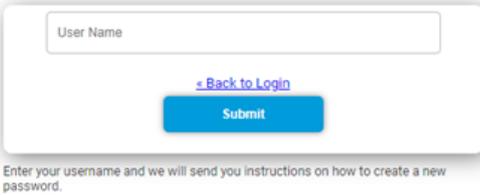# DOCUMENTATION

Forgot Password

HEAL Software Inc.

If you've forgotten your password, you can reset it by:

1. Going to the **HEAL UI** login page and clicking '**Forgot Password?**'
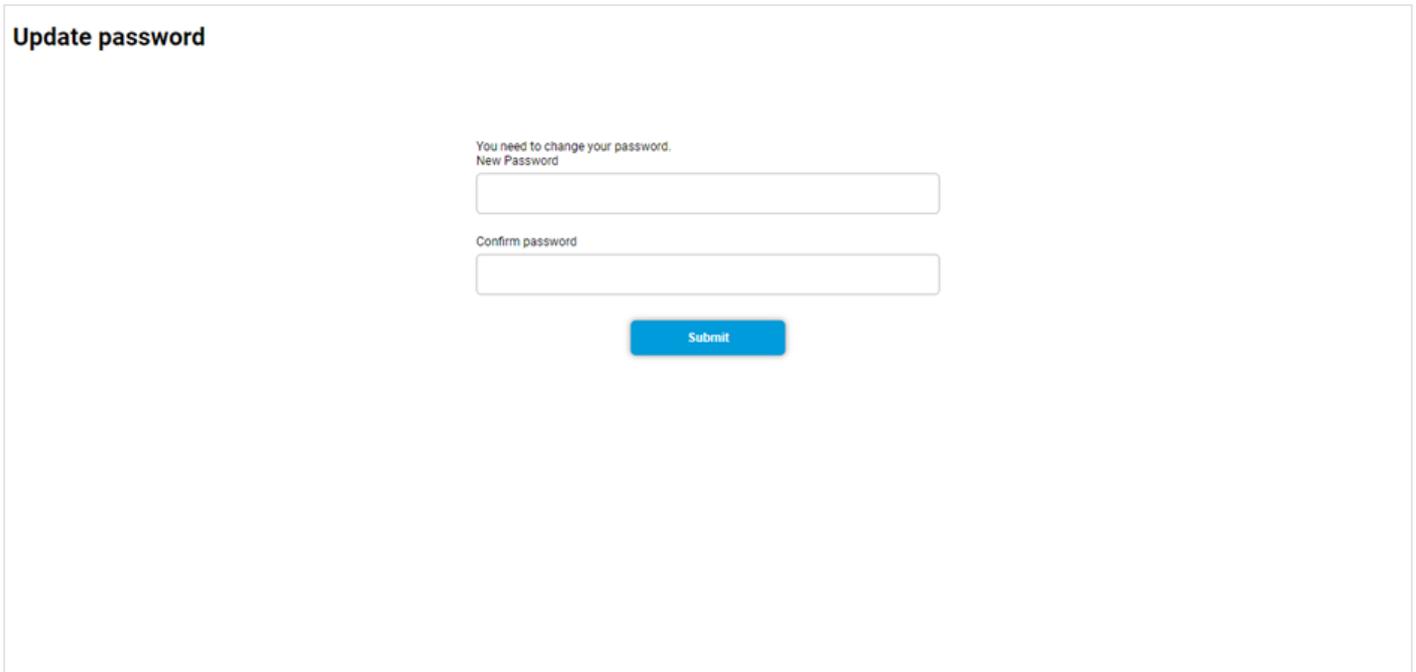

2. Enter your **HEAL UI** username and click **Submit**.

3. Check your registered email for the '**Reset Password**' email. Click on the '**Link to reset credentials**' in the email.

Info: The password reset link is valid only for 15 minutes.

4. On the '**Update password**' page, enter a new password, confirm it, and click '**Submit**'.

Update Password page: The password should meet the below criteria's:

- It should not be one of the last three passwords used.
- It must contain at least five characters.
- It must include at least one uppercase character, one special character, and one digit.[/box]

5. After the password is updated, you'll see the message '**Your account has been updated**'.