



DOCUMENTATION

Forgot Password

HEAL Software Inc.

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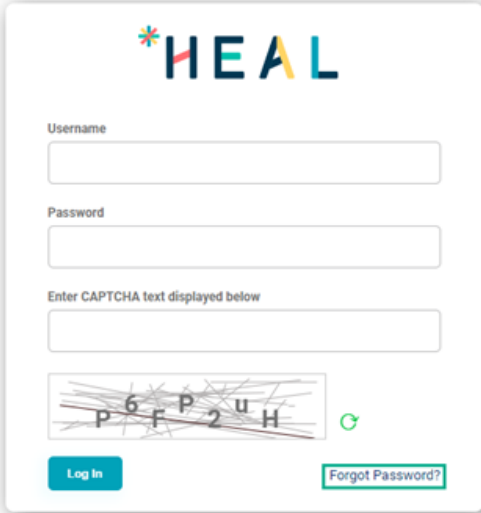
Reset your HEAL UI password by email if you forgot it. The flow is self-service, no admin ticket needed.

Before you start

- The Forgot Password feature is on in the Keycloak Administration Console.
- SMTP is set up so Keycloak can send reset emails.
- Your registered email address is current and you can open it.

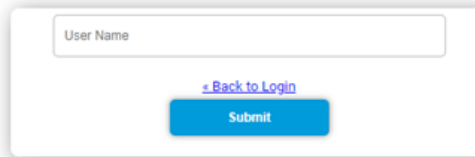
Reset your password

1. On the HEAL UI login page, click **Forgot Password?**



The screenshot shows the HEAL UI login page. At the top is the HEAL logo. Below it are three input fields: 'Username', 'Password', and 'Enter CAPTCHA text displayed below'. The CAPTCHA image shows the text 'P 6 F P 2 u H' with a green refresh icon to its right. At the bottom of the form are two buttons: 'Log In' and 'Forgot Password?'.

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



A form for resetting a password. It features a text input field labeled "User Name" and a blue "Submit" button. Above the "Submit" button is a blue link that says "Back to Login".

Enter your username and we will send you instructions on how to create a new password.

3. Open the **Reset Password email** in your inbox. Click **Link to reset credentials**.

Heads up. The reset link is valid for 15 minutes only.

4. On the **Update Password page**, enter and confirm your new password. Click **Submit**.

Update password

You need to change your password.

New Password

Confirm password

Submit

5. You will see **"Your account has been updated."** Log in with the new password.

Password rules

- Different from your last three passwords.
- At least five characters.
- At least one uppercase letter.
- At least one special character.
- At least one digit.

If reset fails

- **No “Forgot Password?” link.** The feature is off in Keycloak. Ask your admin to enable it under Realm Settings > Login.
- **Email not received.** Check spam first. Then ask your admin to verify SMTP and your registered email.
- **Reset link does not work.** The 15-minute window has expired. Restart the flow.
- **New password rejected.** Review the password rules above.
- **“User not found.”** Check with your admin for the correct HEAL username.

Next

- Changing Password . rotate your password from My Profile.
- Accessing HEAL UI . log in walkthrough.
- Keycloak Administration Console . admin setup for password recovery.