

DOCUMENTATION

Forgot Password

HEAL Software Inc.

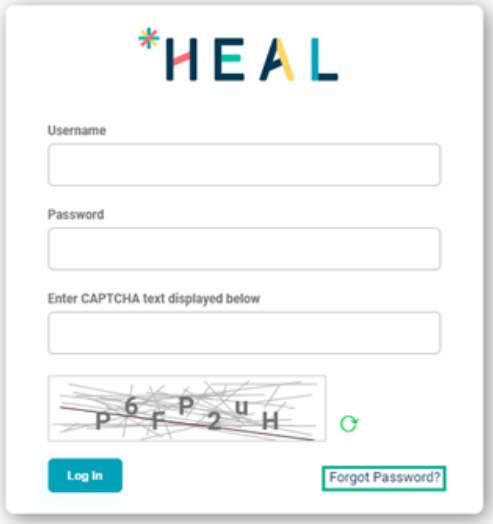
Reset your HEAL UI password by email if you forgot it. The flow is self-service, no admin ticket needed.

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.

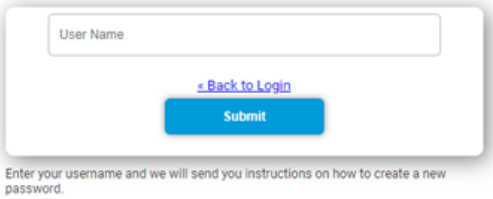
Reset your password

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



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

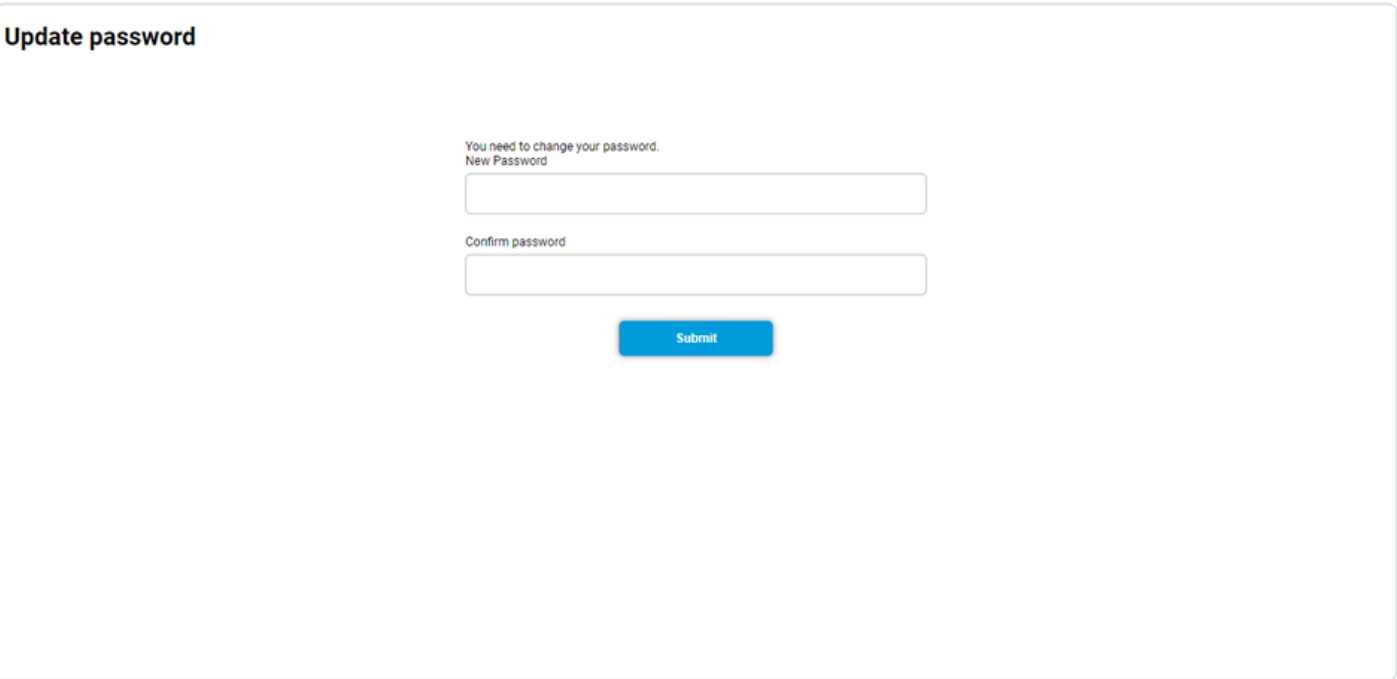
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3. Open the Reset Password email in your inbox. Click **Link to reset credentials**.

> **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**.



5. You will see â??Your account has been updated.â?• Log in with the new password.

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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 â??Forgot Password?â?• 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.
- **â??User not found.â?•** 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.

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