Jackrabbit User ID Passwords

Jackrabbit User ID Passwords are case sensitive and must contain at least:

> 9 characters
>
> 1 lowercase
>
> 1 uppercase
>
> 1 number

Things happen, and passwords are forgotten or need to be updated periodically.

A Jackrabbit **User ID** password can be managed by the account User or another Jackrabbit User who has been given the required **User Permissions**.

Change Your Own Password **Option 1**	- Select the **Gear** icon > **Account** > **Change Password**. - Enter the **Old Password** and select a **New Password** that meets the requirements. Complete the **Re-enter Password** field and select **Save**.

Change Your Own Password Option 2	- Navigate to the Jackrabbit login page at **https://app.jackrabbitclass.com/jr4.0/Login** and select the **Forgot Password** link. - Enter the **User ID** and **Email Address** related to the User ID. - Use the email address provided when the User ID was created or last modified in Jackrabbit. - Select **Reset My Password**, and the reset password link will be valid for 2 hours. - If the User ID or email address on file is unknown, another Jackrabbit User with the required permissions can help or contact **support@jackrabbittech.com**. The Support Team will need the User's full name and the organization's name to assist.
Change Another User's Password	- Select the **Gear** icon > **Settings** > **Users & Permissions** > **User IDs** (left menu) and select a **User ID**. - Select the **Reset Password** button to create a temporary password. - Notify the User and advise them to log in and change their password to one of their choice.

For the security of your data, Jackrabbit will block a User ID's access to your system after three failed login attempts and change the User ID status to locked out. Only a User with both the *Manage Users & Permissions* and *Edit User Permissions* can change the status back to normal. **Learn more about User ID Login Status**