

# Jackrabbit User ID Passwords

Last Modified on 11/16/2021 4:43 pm EST

Jackrabbit **User ID** passwords are **case-sensitive** and must contain **at least**:

- **9 characters**
- **1 lowercase**
- **1 uppercase**
- **1 number**

Things happen, passwords may need to be changed or they can be forgotten.

There are several ways a Jackrabbit User ID password can be managed, either by the User themselves or by another Jackrabbit User who has been given the required permissions, *Users & Permissions (Gear icon > Settings)*. [Learn more about User Permissions.](#)

## Jackrabbit Designated User

### When the User is logged into Jackrabbit

- *Gear (icon) > Account > Change Password*

**Change Password**

Old Password\*

New Password\*

Password must contain:

- × 9 characters
- × 1 lowercase
- × 1 uppercase
- × 1 number

Re-enter Password\*

- Enter a new password that meets the requirements (will be indicated with a green check mark).

## From the Jackrabbit Login Page

- *Forgot Password*

The screenshot shows the Jackrabbit Technologies login interface. On the left, the 'Login to Your Account' form includes a 'Forgot Password' link highlighted with a yellow box. A dashed yellow arrow points from this link to the 'Forgot Password' modal on the right. The modal contains the Jackrabbit logo, a title 'Forgot Password', and instructions: 'Enter your User ID and Email Address on file and click "Reset My Password", so we can send you an email with a password reset link. This link is valid for 2 hours.' Below the instructions are input fields for 'User ID' and 'Email Address', and a 'Reset My Password' button. A 'Need Help?' link is also present.

- The *Email Address on file* is the address that was used when the User ID was created or last modified in Jackrabbit.  
If the User ID or email on file is not known, a User with the correct permissions can help or contact [support@jackrabbittech.com](mailto:support@jackrabbittech.com). To be able to assist, they'll need the User's full name and the name of the organization.
- The reset password link is valid for 2 hours.

## Other Jackrabbit User (with correct permissions)

## From within Jackrabbit

- *Gear (icon) > Settings > Users & Permissions > User IDs (select a User ID from the list)*

## User: DIHARRIS

The screenshot displays the user management interface for a user named DIHARRIS. At the top, there are buttons for 'RETURN', 'SAVE CHANGES', and 'DELETE'. A sidebar on the left lists navigation options: 'USER DETAILS', 'USER PERMISSIONS', 'USER ACCESS-LOCATIONS', 'USER ACCESS-CATEGORY1', and 'USER ACTIVITY'. The main content area shows 'User Details' for 'UserID DIHARRIS' and 'Org Jackrabbit Help Center'. Below this, there are input fields for 'First Name' (Dianne) and 'Last Name' (Harris). A 'Reset Password' button is highlighted with a yellow box and a hand cursor, indicating it is the focus of the action.

- Use the **Reset Password** button to generate 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, the Jackrabbit system will block a User ID's access to your database after three failed login attempts and change the User ID status to **Locked Out**. Only a User with both permissions "Manage Users & Permissions" and "Edit User Permissions" can change the status back to **Normal**. [Learn more about User ID Login Status](#)

---