

# Jackrabbit User ID Passwords

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

- 9 characters
  - 1 lowercase
  - 1 uppercase
  - 1 number
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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	
<b>Option 1</b>	<ul style="list-style-type: none"><li>• Select the <b>Gear</b> icon &gt; <b>Account</b> &gt; <b>Change Password</b>.</li><li>• Enter the <b>Old Password</b> and select a <b>New Password</b> that meets the requirements. Complete the <b>Re-enter Password</b> field and select <b>Save</b>.</li></ul>

<b>Change Your Own Password Option 2</b>	<ul style="list-style-type: none"><li>• Navigate to the Jackrabbit login page at <a href="https://app.jackrabbitclass.com/jr4.0/Login">https://app.jackrabbitclass.com/jr4.0/Login</a> and select the <b>Forgot Password</b> link.</li><li>• Enter the <b>User ID</b> and <b>Email Address</b> related to the User ID.<ul style="list-style-type: none"><li>◦ Use the email address provided when the User ID was created or last modified in Jackrabbit.</li></ul></li><li>• Select <b>Reset My Password</b>, and the reset password link will be valid for 2 hours.</li><li>• If the User ID or email address on file is unknown, another Jackrabbit User with the required permissions can help or contact <a href="mailto:support@jackrabbittech.com">support@jackrabbittech.com</a>. The Support Team will need the User's full name and the organization's name to assist.</li></ul>
<b>Change Another User's Password</b>	<ul style="list-style-type: none"><li>• Select the <b>Gear</b> icon &gt; <b>Settings</b> &gt; <b>Users &amp; Permissions</b> &gt; <b>User IDs</b> (left menu) and select a <b>User ID</b>.</li><li>• Select the <b>Reset Password</b> button to create a temporary password.</li><li>• Notify the User and advise them to log in and change their password to one of their choice.</li></ul>

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](#)

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