

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	
Option 1	<ul style="list-style-type: none">• 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.

<p>Change Your Own Password Option 2</p>	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ◦ 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.
<p>Change Another User's Password</p>	<ul style="list-style-type: none"> • 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](#)
