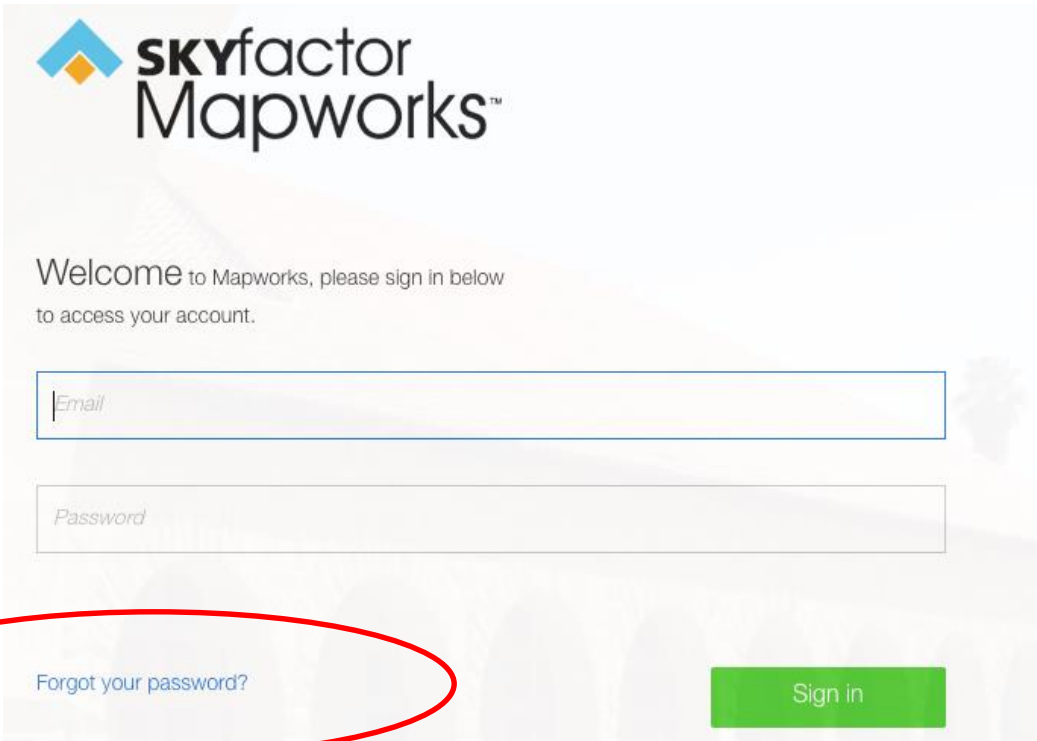# Password Recovery

General

- The ability for a user to request a password reset.

Navigation

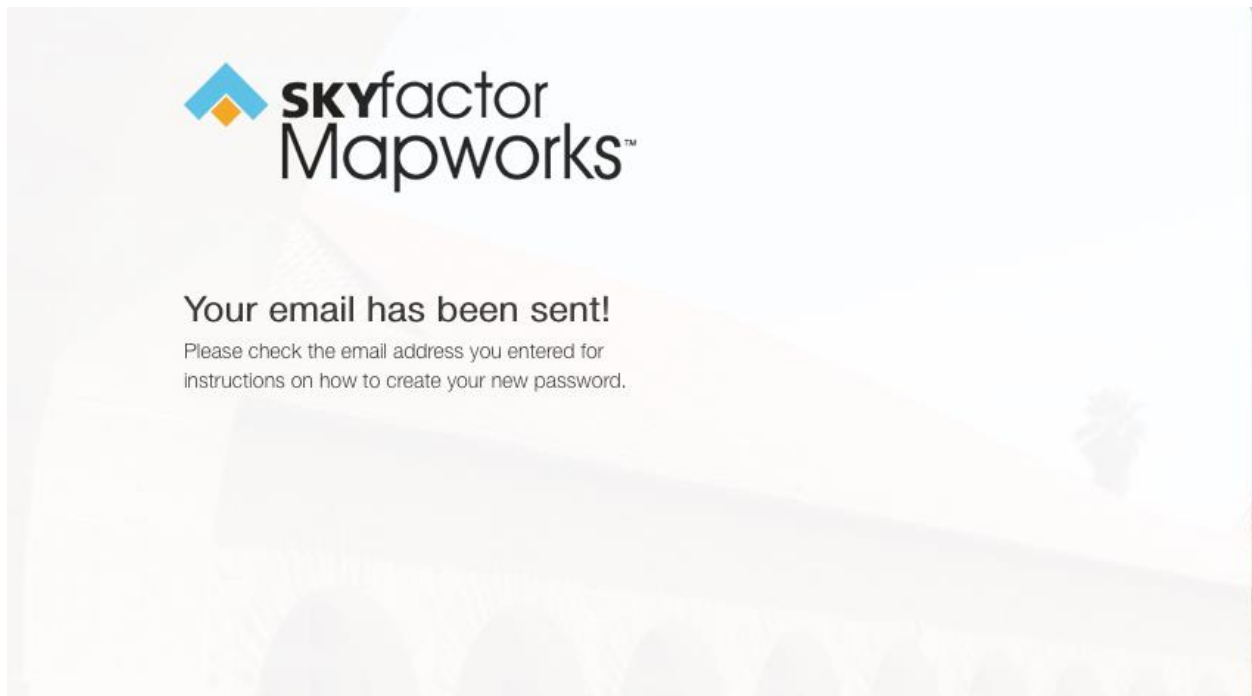- Click on the Forgot your password? Link on the bottom of the login window.

- This will prompt the user to enter the primary email associated with the account. Enter email and click the Save email button.

- Once entered a confirmation message will appear stating an email has been sent to the email entered.

- User can then check their primary email and review the instructions within the email which will look similar to the example below.
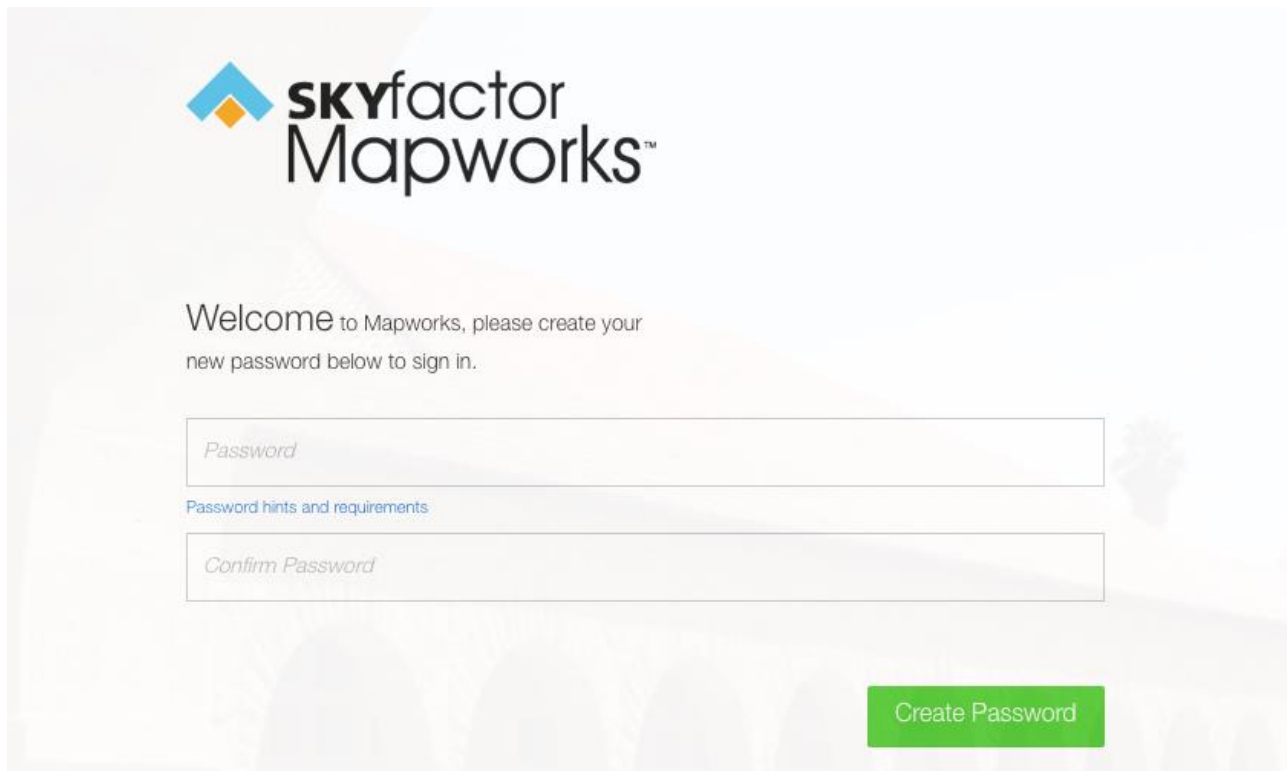
Hi William,

Please use the link below and follow the displayed instructions to create your new password. This link will expire after 24 hours.

http://synapse-uat.mnv-tech.com/#/resetPassword/2404b4efb66672133f5a06b0a68ecc3c

If you believe that you received this email in error or if you have any questions,please contact Mapworks support at support@map-works.com.

Thank you from the Mapworks team!

After clicking the link the user will be brought to a new password generation page.

Upon successful password creation, the user will be brought to the institution login page and prompted to login with the new password.

- Once password has been changed a confirmation email will be sent to the email entered, notifying them of the change.

Hi Rachel,

Your Mapworks password has been changed. If this was not you or you believe this is an error, please contact Mapworks support at support@map-works.com.

Thank you from the Mapworks team!