

Reset Your Password in Internal Audit Management

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Overview

Users can reset their passwords if they forget their current password or need to reset it based on security issues.

Related Information/Setup

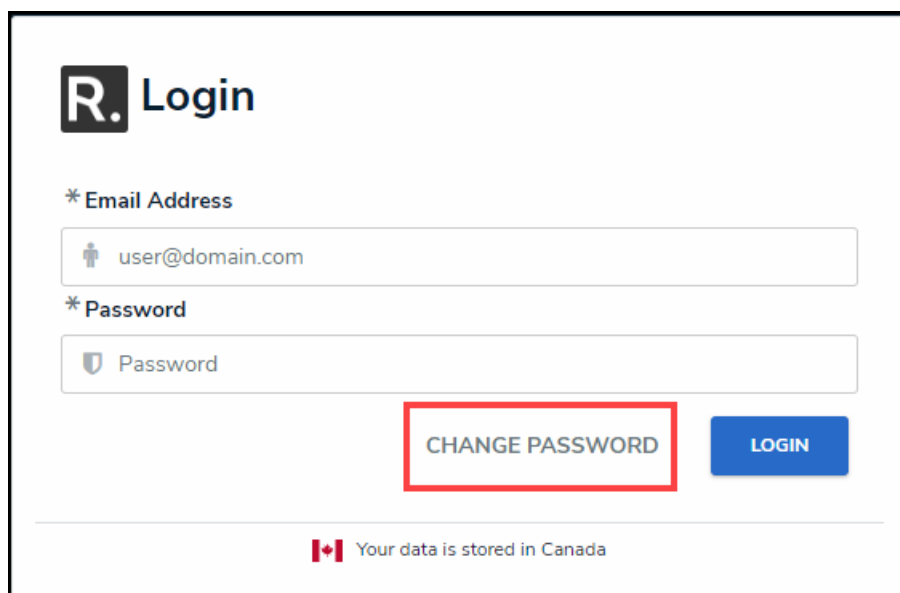
Please refer to the [Password Requirements](#) article for further information on password requirements.

Please refer to the [Troubleshoot Login Issues: Non-Single Sign On \(SSO\)](#) article for further information on troubleshooting login issues.

Resetting a Password

If your account is new and the initial activation email has expired, you can set up your new password by following the instructions below, ensuring that you enter the address that received the initial account activation email.

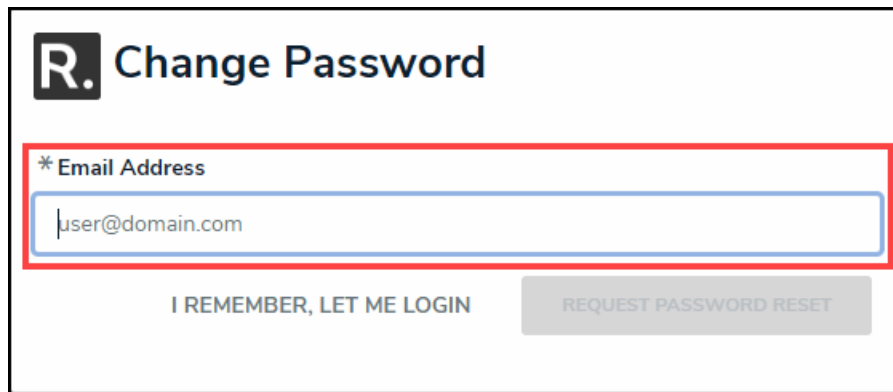
1. From the **Login** screen, click the **Change Password** link.



The screenshot shows the Resolver Login interface. At the top left is the Resolver logo (a black square with a white 'R.') followed by the text 'Login'. Below this are two input fields: '* Email Address' containing 'user@domain.com' and '* Password' containing 'Password'. To the right of the password field is a blue 'LOGIN' button. Below the input fields, the text 'CHANGE PASSWORD' is highlighted with a red rectangular box. At the bottom of the form, there is a small Canadian flag icon followed by the text 'Your data is stored in Canada'.

Change Password Link

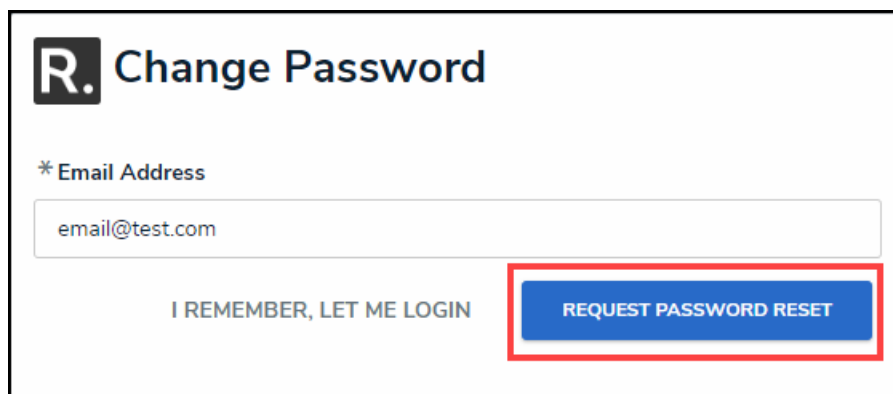
2. From the **Change Password** screen, enter your email address in the **Email Address** field.



The screenshot shows a web form titled "R. Change Password". Below the title is a label "* Email Address" followed by a text input field containing "user@domain.com". The input field is highlighted with a red border. Below the input field are two buttons: "I REMEMBER, LET ME LOGIN" and "REQUEST PASSWORD RESET".

Email Address Field

3. Click the **Request Password Rest** button.



The screenshot shows the same "R. Change Password" form. The input field now contains "email@test.com". The "REQUEST PASSWORD RESET" button is highlighted with a red border.

Request Password Reset Button

4. An email will be sent to the email entered in the **Email Address** field.
5. Following the instructions in the email to reset your password.

Password Expiration

- By default, your password expires every 90 days. At the end of the 90-day period, you'll be prompted to change your password after a successful login. Your new password must meet the requirements outlined in the [Password Requirements](#) article.
- You cannot reuse your current password when resetting it after expiry or resetting it via email. You must wait 15 minutes between password reset requests. If you experience any issues resetting your password, please review our [troubleshooting guide](#) for solutions to the most common causes.
- After 3 failed login attempts, you will be locked out of your account, and you must wait 15 minutes before attempting to log in again.