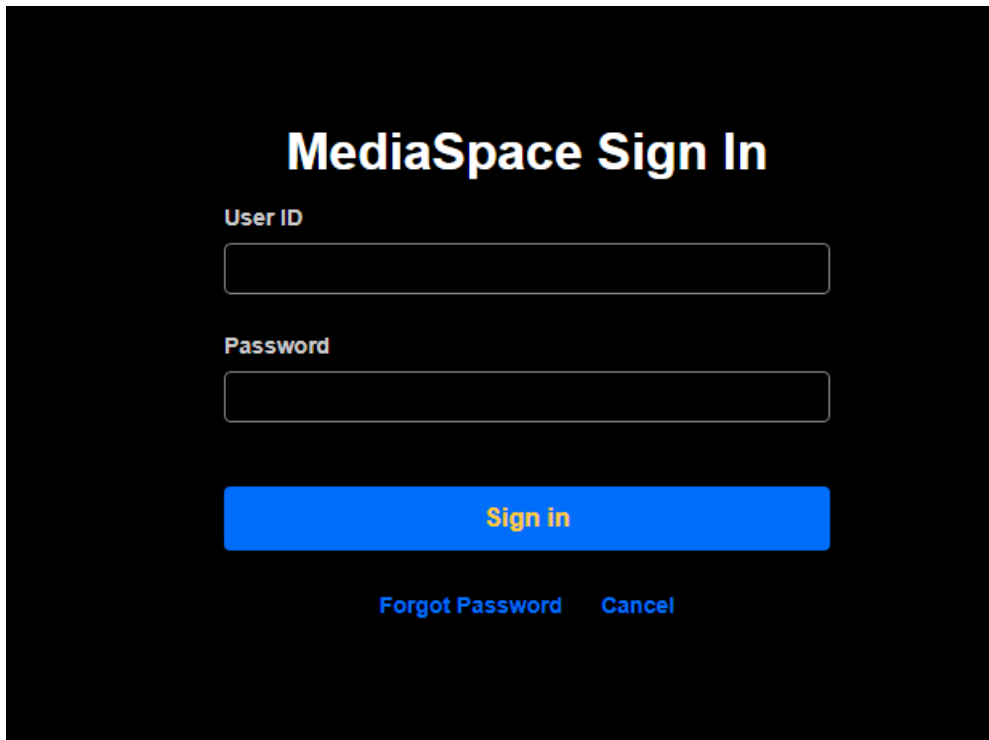


Video Portal Reset Password

Forgot your password? No problem! You can reset your password by submitting a reset password request. Here's how.

1. Click **Forgot Password** in the Sign-In window.

A screenshot of the MediaSpace Sign In window. The title "MediaSpace Sign In" is centered at the top. Below it are two input fields: "User ID" and "Password". A blue "Sign in" button is centered below the fields. At the bottom, there are two links: "Forgot Password" and "Cancel".

MediaSpace Sign In

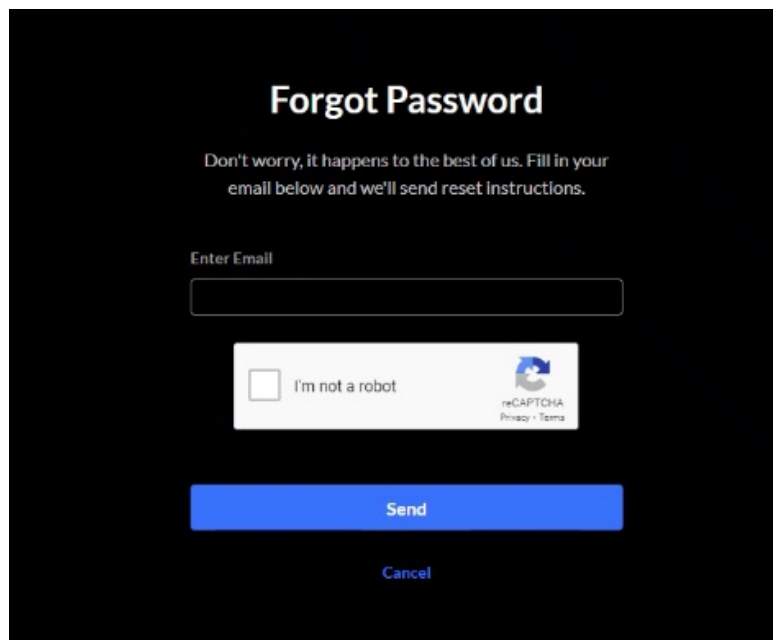
User ID

Password

Sign in

[Forgot Password](#) [Cancel](#)

2. Enter your email address, check the box "I'm not a robot" and click Send.

A screenshot of the Forgot Password form. The title "Forgot Password" is centered at the top. Below it is a message: "Don't worry, it happens to the best of us. Fill in your email below and we'll send reset instructions." Below the message is an "Enter Email" input field. Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. A blue "Send" button is centered below the checkbox and reCAPTCHA. At the bottom, there is a "Cancel" link.

Forgot Password

Don't worry, it happens to the best of us. Fill in your email below and we'll send reset instructions.

Enter Email

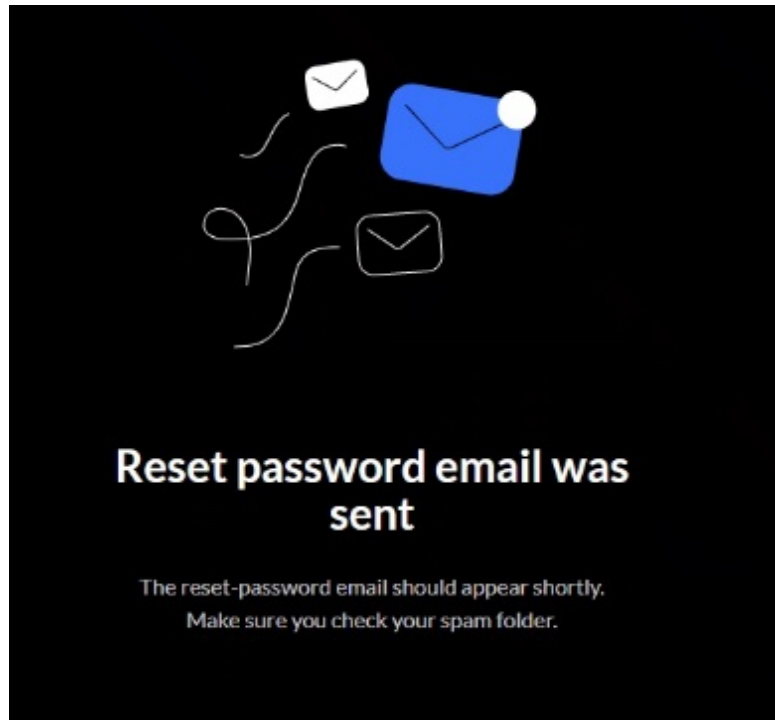
☐ I'm not a robot


reCAPTCHA
Privacy · Terms

Send

[Cancel](#)

3. Check your email and follow the instructions to create your new password.



 **Make sure that the email address you enter in the Forgot Password field is the email associated with your account. If your email address exists in our system, you'll receive an email with the link to reset your password. Be sure to check your spam or junk folders. If you don't receive an email with reset password instructions, please contact support at [Customer Care Portal](#).**

For the Forgot Password setup, visit [Auth module](#).

[template("cat-subscribe")]