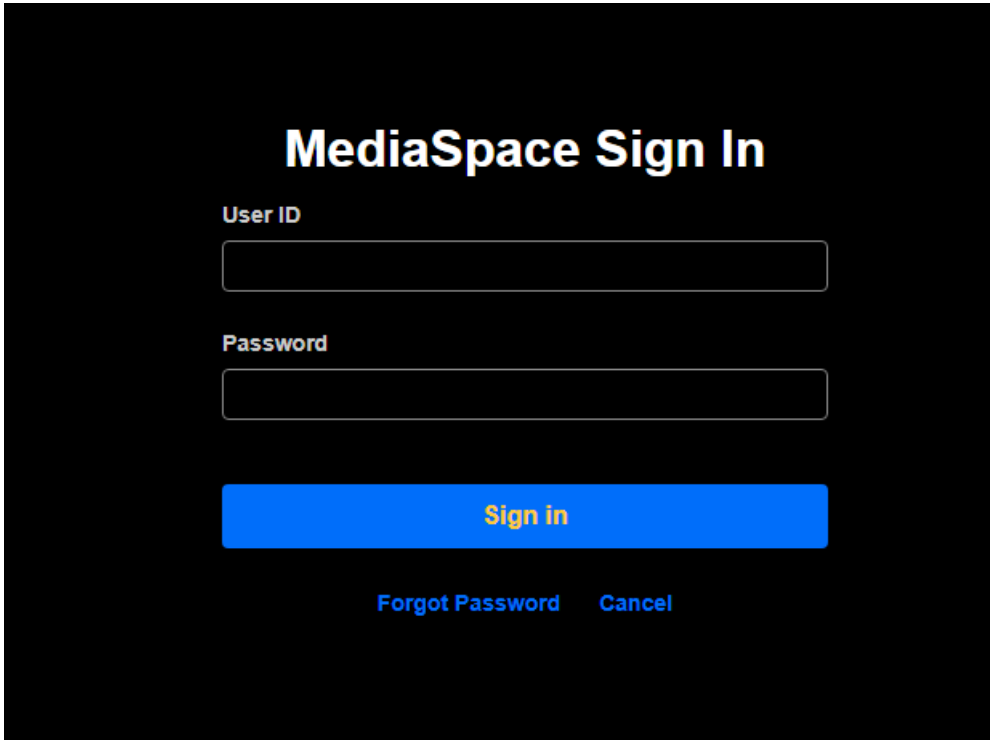


Video Portal reset password

Last Modified on 06/23/2024 12:03 pm IDT

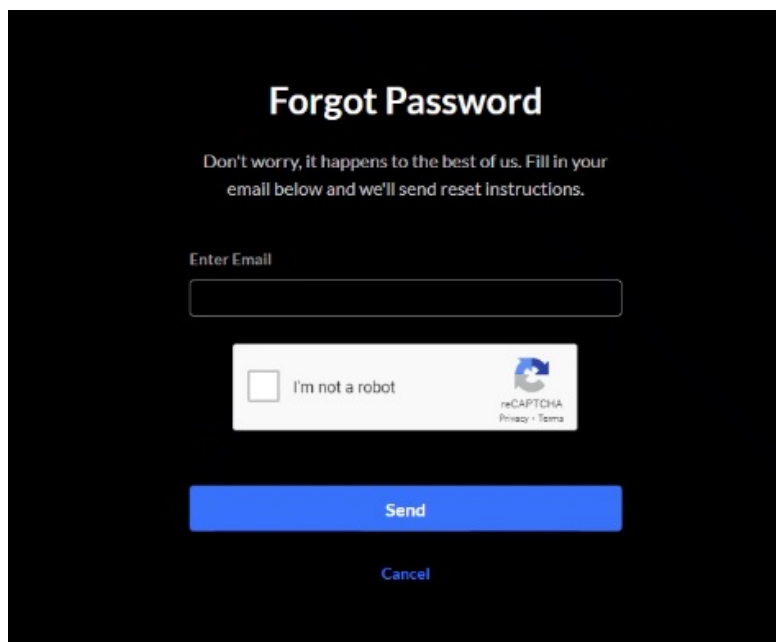
Forgot your password? No problem! You can reset your password by submitting a reset password request. Here's how.

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



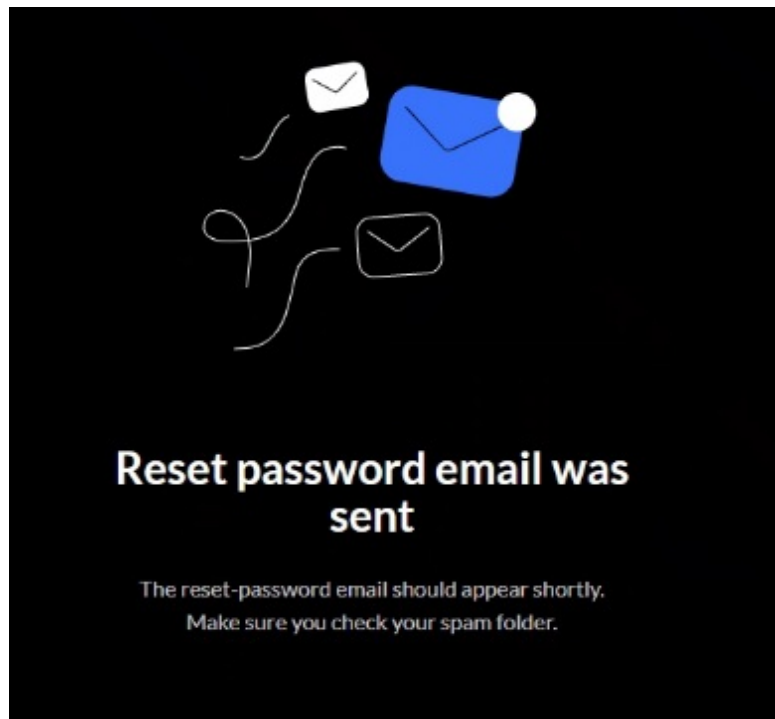
The screenshot shows a black background with the text "MediaSpace Sign In" in white. Below the title are two white input fields: "User ID" and "Password". A blue button labeled "Sign in" is positioned below the fields. At the bottom, there are two links: "Forgot Password" and "Cancel".


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



The screenshot shows a black background with the text "Forgot Password" in white. Below the title 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 this is a white input field labeled "Enter Email". Underneath the input field is a white box containing a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". A blue button labeled "Send" is positioned below the box, and a "Cancel" link is at the bottom.

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](#).