

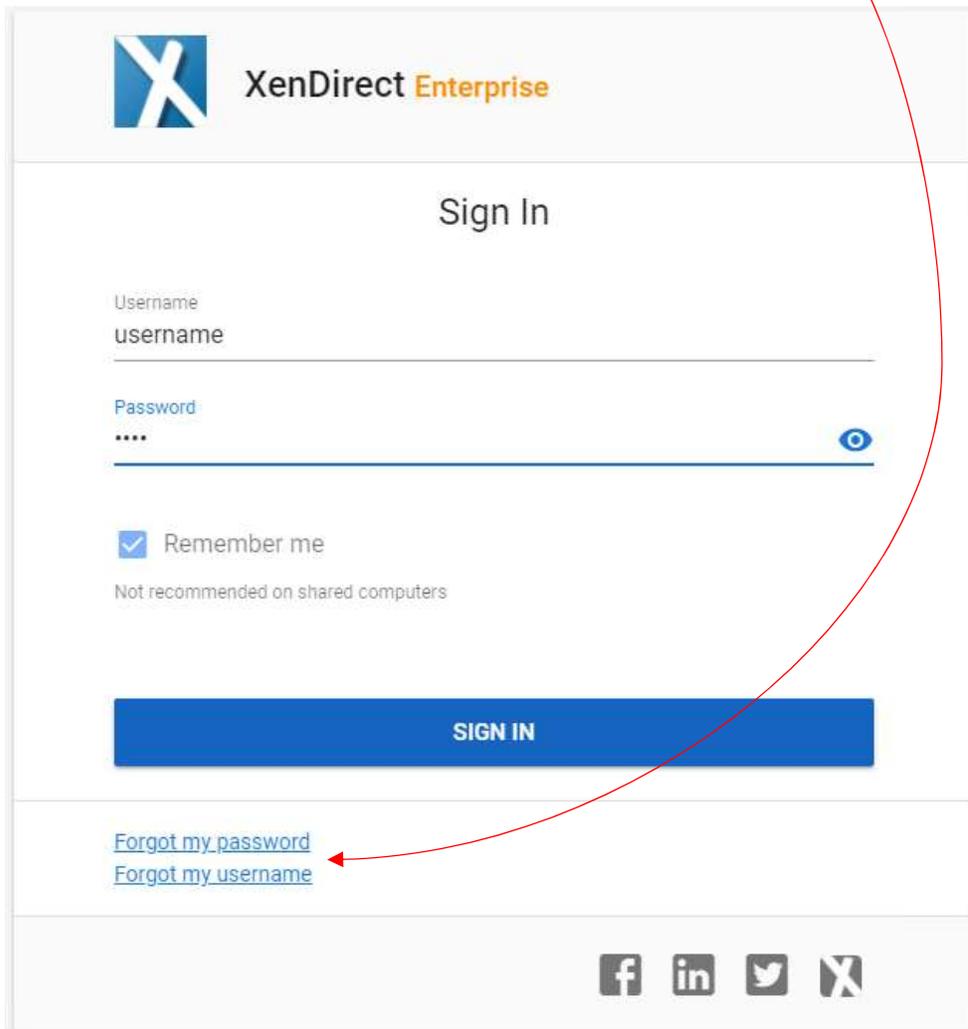
How to Reset a Forgotten Password

Overview

Follow these instructions if you forgot your password and need to create a new one. If you know your current password, you can change your password from your profile.

From your computer

1. Click the **Forgot Password** button on the **log in page**



XenDirect Enterprise

Sign In

Username
username

Password
.....

Remember me
Not recommended on shared computers

SIGN IN

[Forgot my password](#)
[Forgot my username](#)

f in t X

2. Enter the email address & username that is associated with your account.
3. Click **Next**

 **XenDirect Enterprise**

Forgot Password

Please enter your username and primary email.

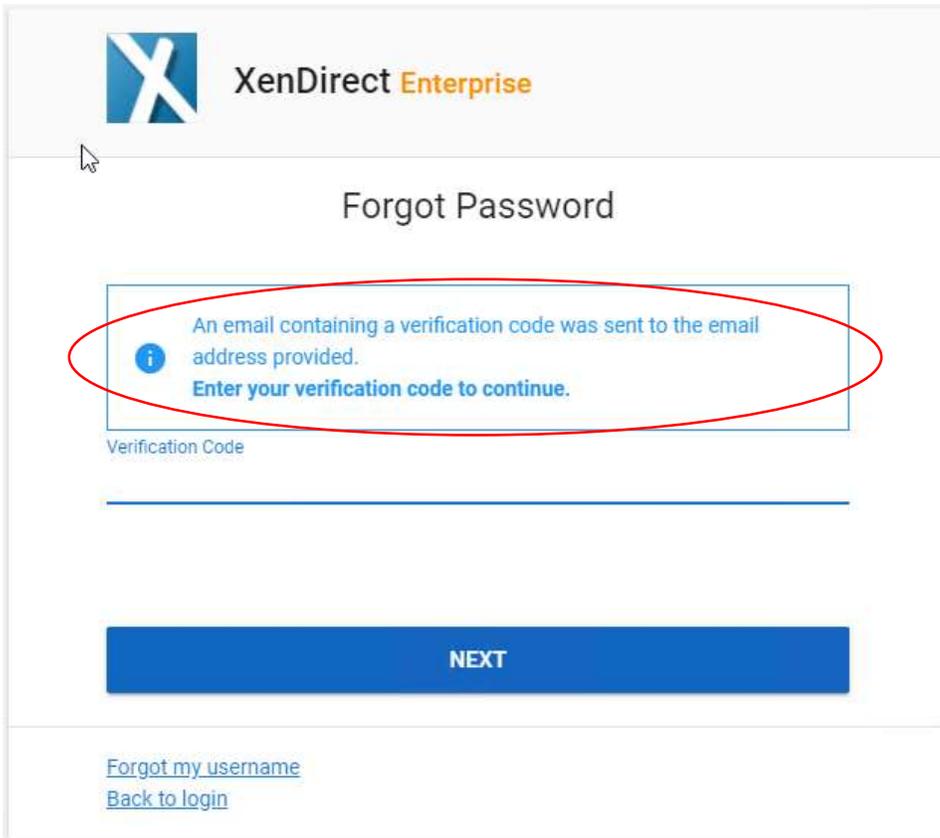
Username
testuser

Email
testuser@lagcc.cuny.edu

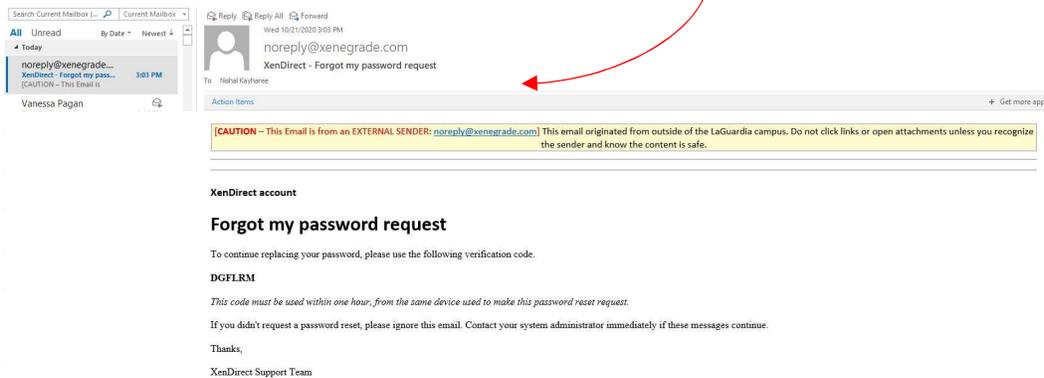
NEXT

[Forgot my username](#)
[Back to login](#)

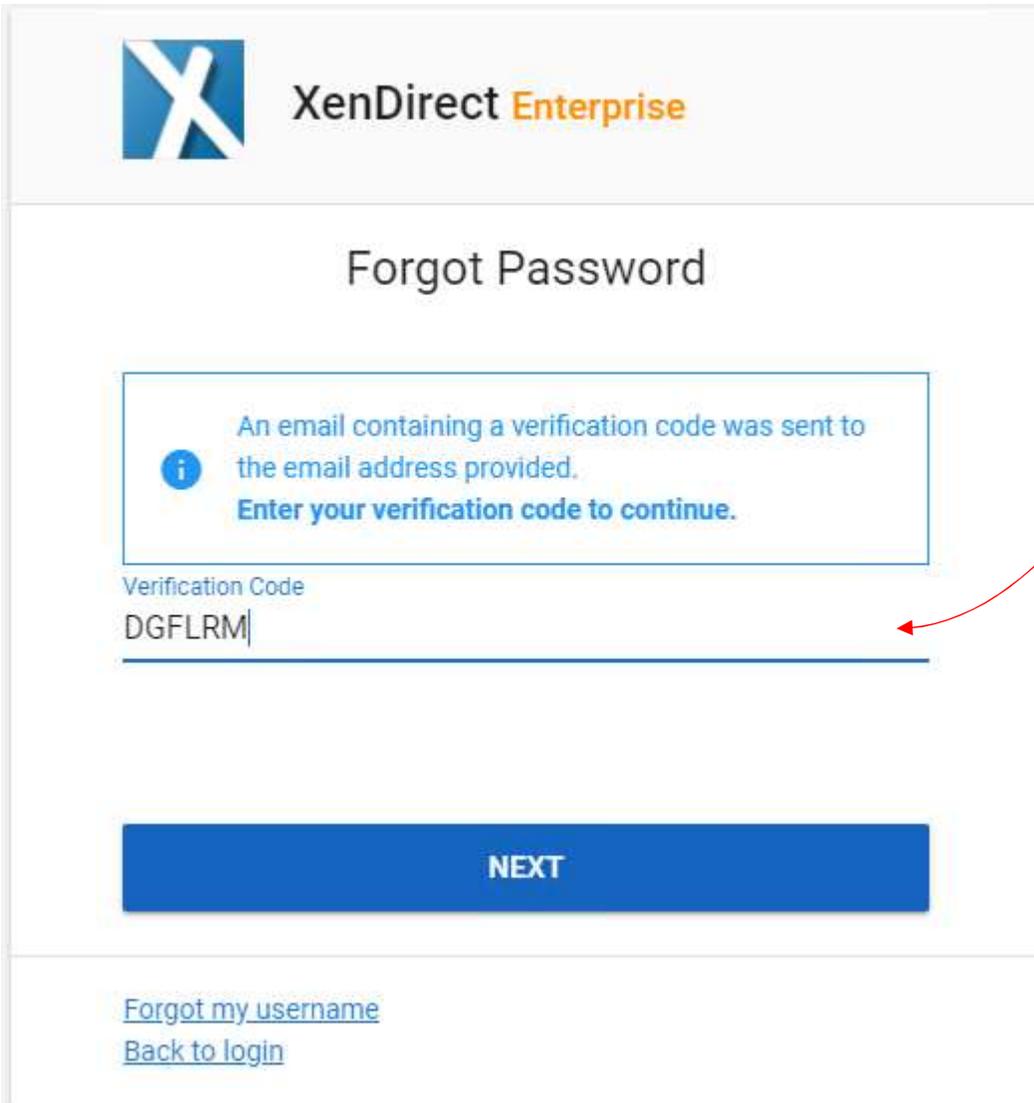
- You will now be asked to enter your verification code. Go to your inbox and open the verification email that you get from XenDirect. The Subject Line will be *XenDirect Forgot My Password*.



Here is a preview of what the email looks like:



5. Copy or typed the verification code then click next



 **XenDirect Enterprise**

Forgot Password

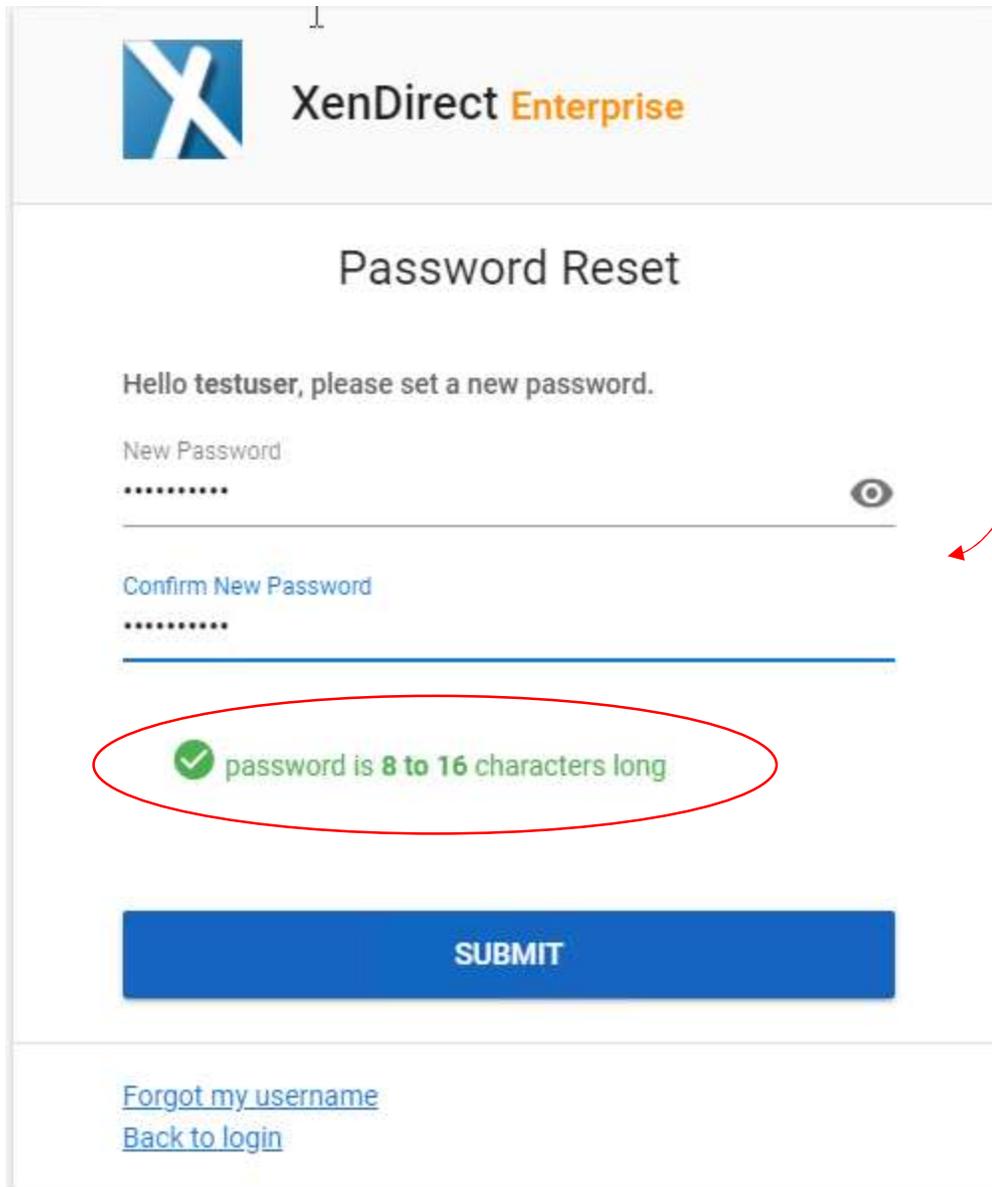
 An email containing a verification code was sent to the email address provided.
Enter your verification code to continue.

Verification Code
DGFLRM|

NEXT

[Forgot my username](#)
[Back to login](#)

6. Enter your New password. Ensure that you are using strong password. Use at least 8 Characters with a combination of Upper-case Letters and Numbers



 XenDirect Enterprise

Password Reset

Hello testuser, please set a new password.

New Password
..... 

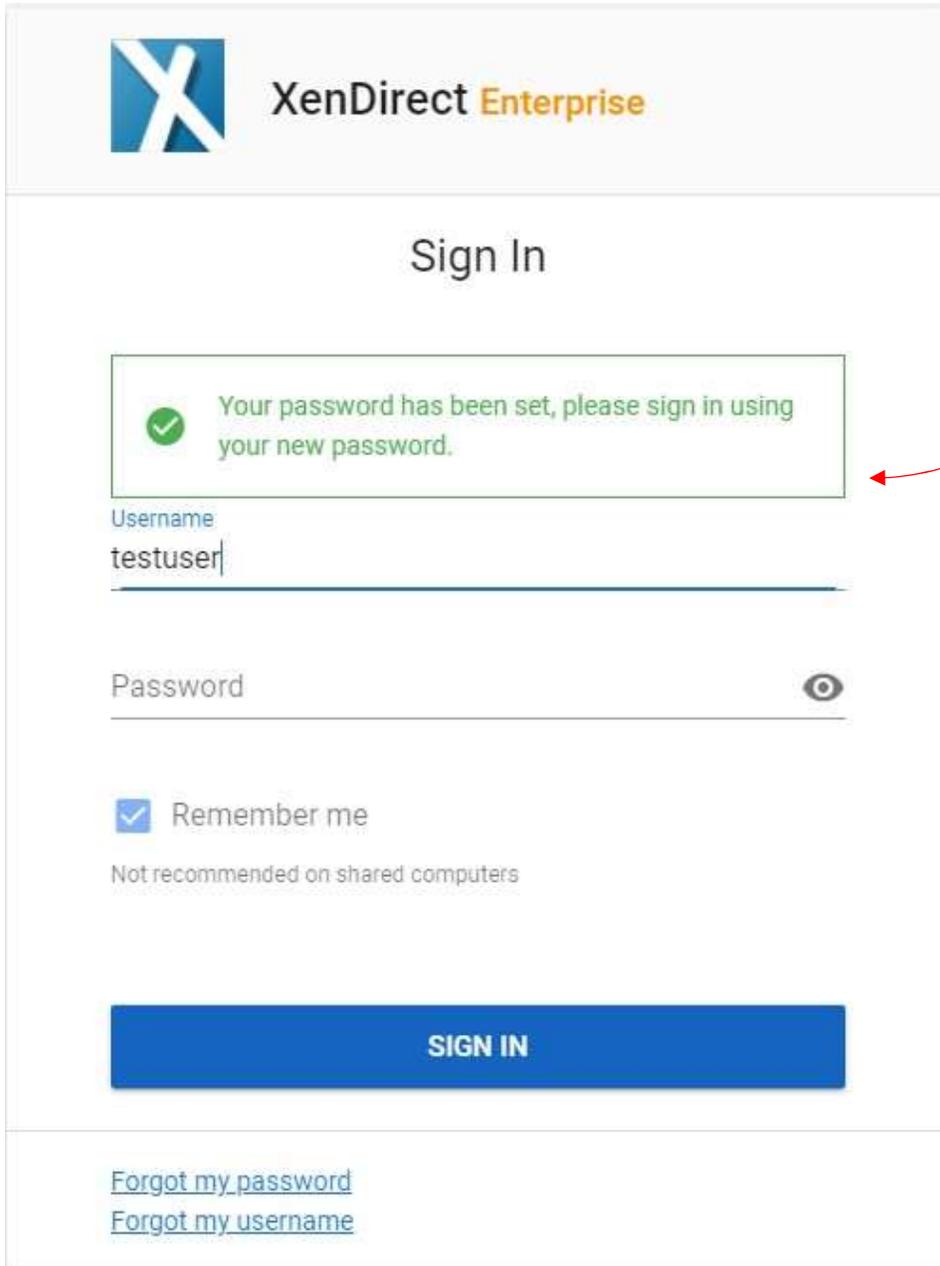
Confirm New Password
.....

 password is 8 to 16 characters long

SUBMIT

[Forgot my username](#)
[Back to login](#)

7. Once you successfully verify your new password your Browser will display the following message and you can now login with your new password.



The screenshot shows the XenDirect Enterprise Sign In page. At the top left is the XenDirect logo (a blue square with a white 'X') and the text 'XenDirect Enterprise'. The main heading is 'Sign In'. A green-bordered box contains a success message: 'Your password has been set, please sign in using your new password.' Below this is a 'Username' field with 'testuser' entered. The 'Password' field is empty and has an eye icon for visibility. A 'Remember me' checkbox is checked, with the text 'Not recommended on shared computers' below it. A blue 'SIGN IN' button is at the bottom. At the very bottom are two links: 'Forgot my password' and 'Forgot my username'. A red arrow points from the text in step 7 to the success message box.

 **XenDirect Enterprise**

Sign In

 Your password has been set, please sign in using your new password.

Username
testuser

Password 

Remember me
Not recommended on shared computers

SIGN IN

[Forgot my password](#)
[Forgot my username](#)