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**

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

4. 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*.
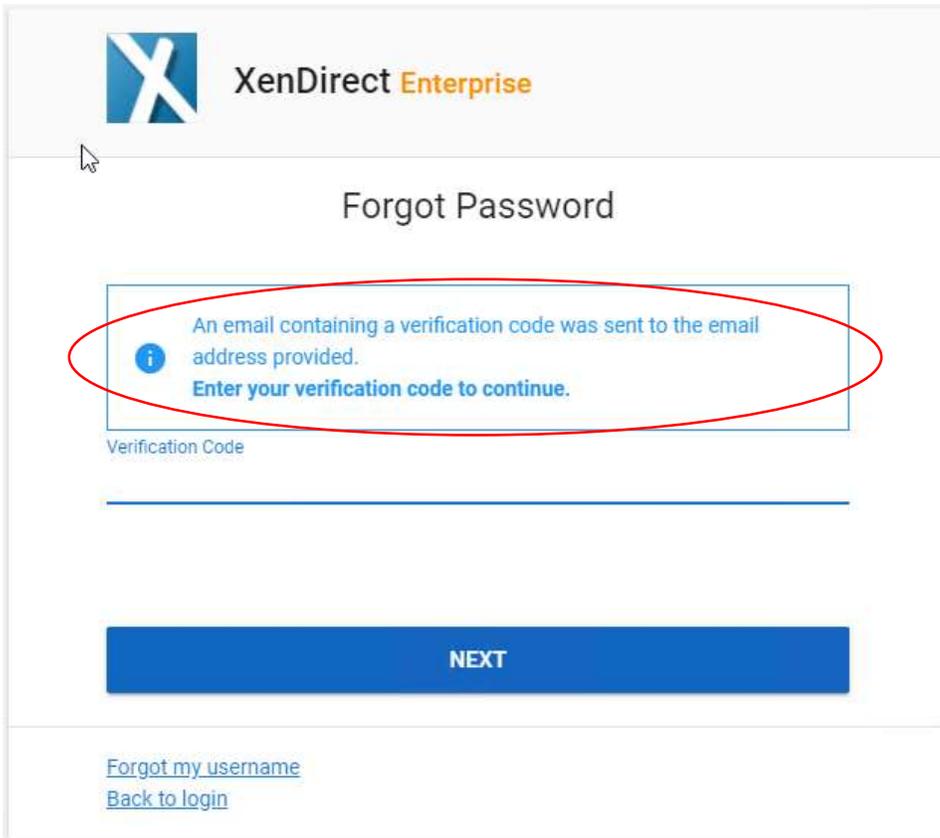
Here is a preview of what the email looks like:
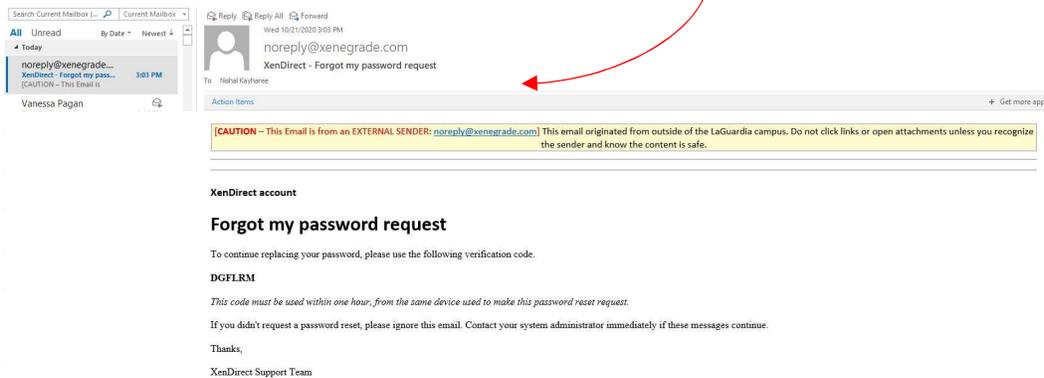
5. Copy or typed the verification code then click next
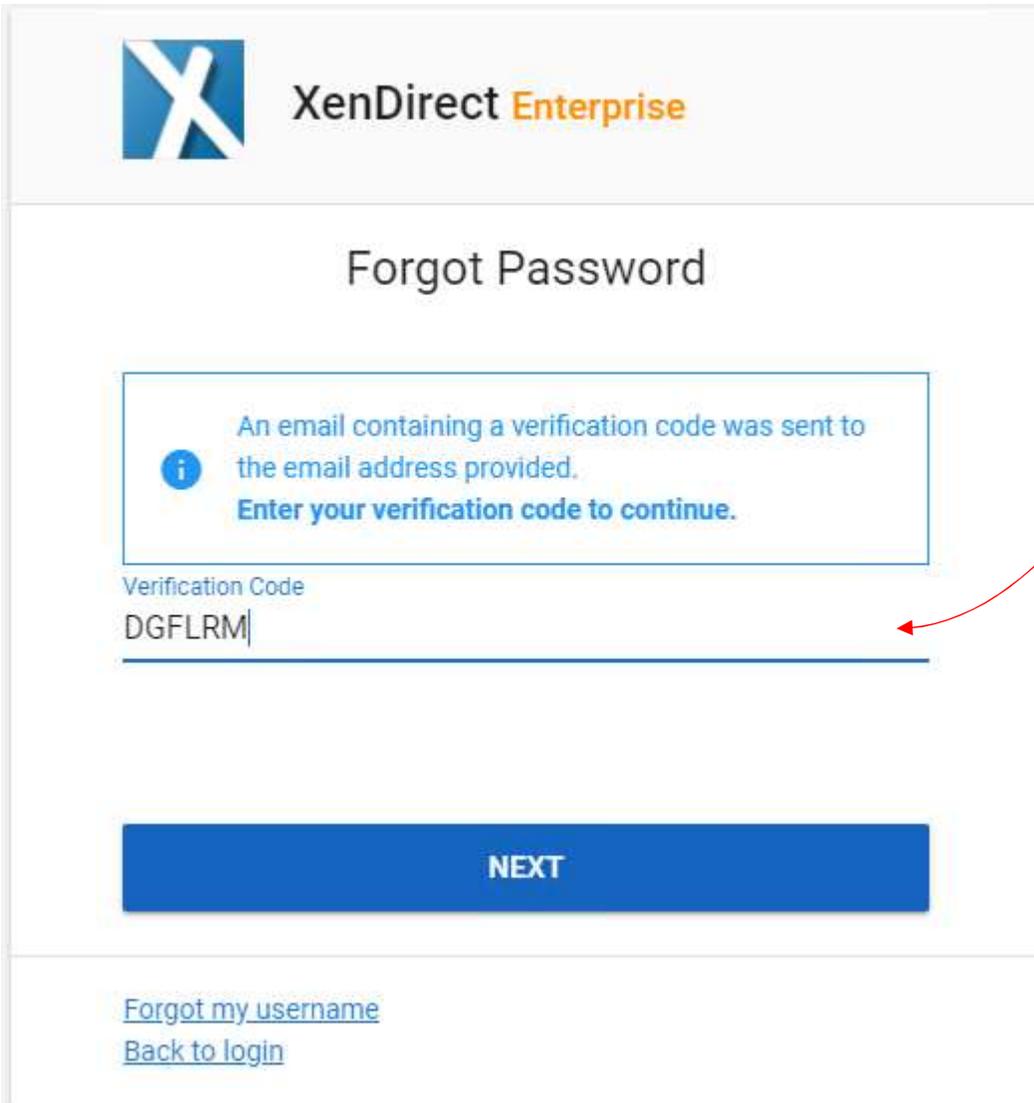
XenDirect Enterprise

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
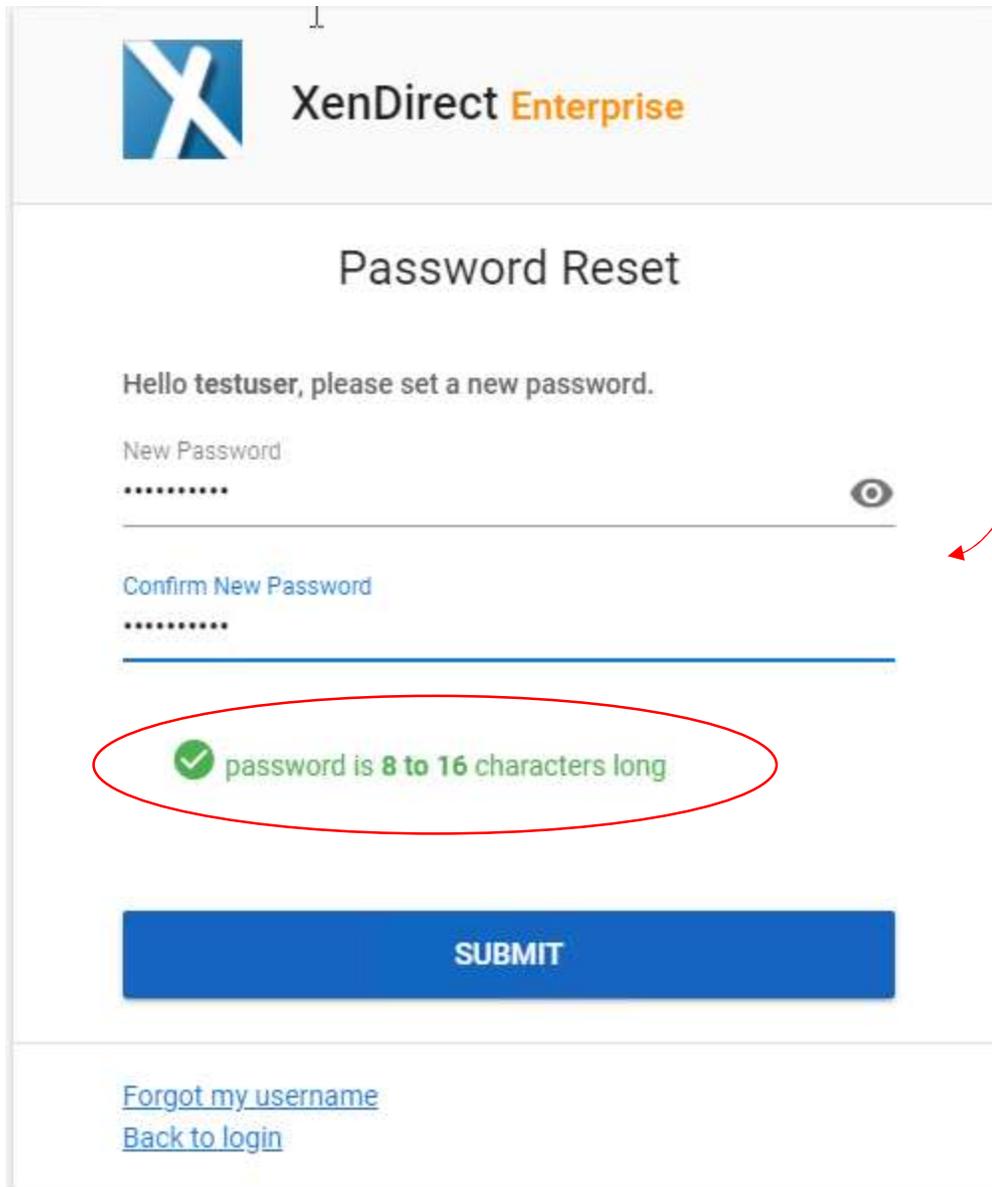
XenDirect Enterprise

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.
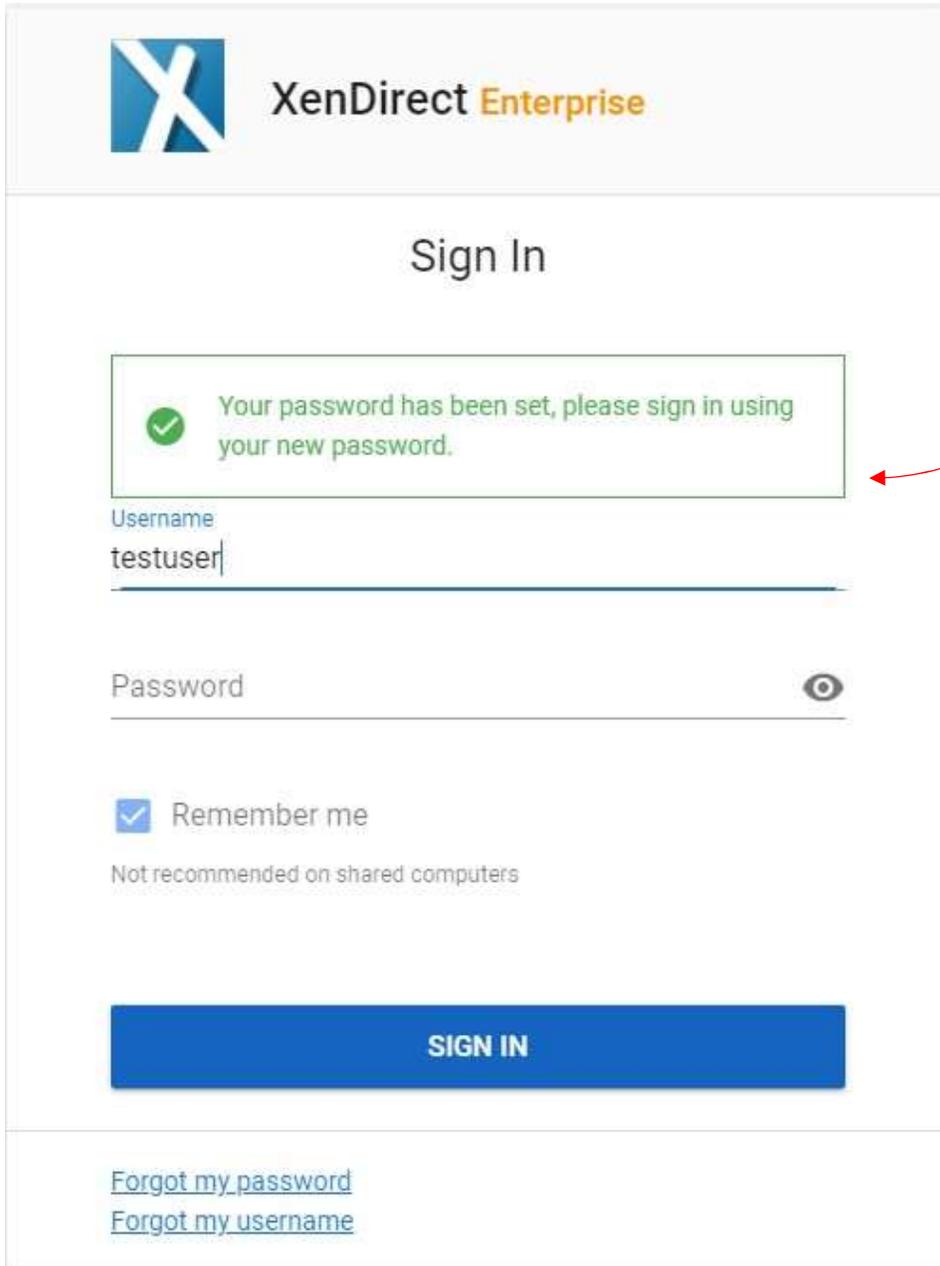
XenDirect Enterprise

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