



From the sign in screen, select **Forgot Password**.

A screenshot of the Pavaso "SIGN IN" form. The title "SIGN IN" is in blue. Below it, a message says: "Sign in to the Pavaso platform using your username and password. If you previously signed up using only an email address, enter it as your username." There are two input fields: the first contains "doecloser" and the second contains masked characters "....." with an information icon to its right. Below the fields is a checkbox labeled "Remember me". At the bottom, there is a blue "Sign in" button and two links: "Forgot username?" and "Forgot password?". The "Forgot password?" link is highlighted with a red rectangle.

Enter the email address you use to log into your Pavaso account and select **Reset Password**.

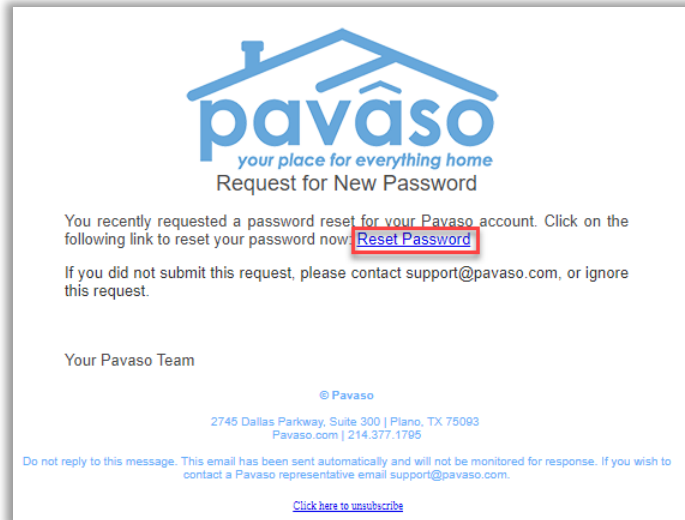
A screenshot of the "Forgot Password" modal form. The title "Forgot Password" is in blue. Below it, a message says: "Enter your username and we'll send a temporary password to your registered email address. If you do not know your username, click [here](#)." There is a "Username" label and an input field. The input field is highlighted with a red rectangle. At the bottom, there are two buttons: "Cancel" and "Reset password". The "Reset password" button is highlighted with a red rectangle.

A pop up will appear confirming you sent the request.

A screenshot of an "Information" pop-up. The title "Information" is in blue. Below it, there is an information icon and a message: "We have sent you a link to reset your password. Please check your email." At the bottom, there is a blue "OK" button.



Once you receive the email, select **Reset Password** which will send you to the Sign In page.



Create and confirm your new password and select **Reset**.

### Reset Password

Your email will be the username of your account. All you need to do now is simply create a password with 10 or more characters. Please click on "i" icon below to show the password tips.

Your User Name

Create your password

Confirm your password

Reset

## Pavaso Support

**Support Hours:** <https://pavaso.com/contact/>

**Phone/ Closing Hotline:** (866) 288-7051

**Email:** [support@pavaso.com](mailto:support@pavaso.com)

[View Our 24/7 Online Help Library](#)