Please see steps below this should help users reset their password. Please let me know if you have any questions.

1. Click on the Forgot your Password link on the main Encore Anywhere page.

2. Enter in your username in the box and click submit. You will see the green text below saying there was an email address associated with the username on the account. The My Profile tab in Encore Anywhere would list the username associated with the account for the user that is logged in. Alternately an admin can log in to their Encore Account and go to Company Settings ➔ Users ➔ and click on the username to verify what email is associated with that user.
3. You will receive an email like below. You want to click on the first hyperlink in blue. If you do not receive an email right away check your spam folder to make sure it didn’t filtered there by mistake.

Dear EncoreAnywhere user,

A request was received to reset your EncoreAnywhere password. Please select the link below to proceed with this request.

https://www.encoreanywhere.com/EncoreNetWeb/passwordreset/resetpassword.aspx?token=7abb9f40fa863eb0647171db044a6d8ff8f15a4593ea9aee00d66d9592c30ba

If you have not requested a password reset for your EncoreAnywhere account, please select the link below.

https://www.encoreanywhere.com/EncoreNetWeb/passwordreset/cancelrequest.aspx?token=7abb9f40fa863eb0647171db044a6d8ff8f15a4593ea9aee00d66d9592c30ba

Best Regards,

The EncoreAnywhere Support Team

4. You will see a screen like below after you click on the link to enter in your new password and confirm it. You would type in the new password you wanted twice and click on submit.
5. Once the password is saved you will see the below text, then click back to login page, and log in with your username and the new password you just selected.

![Encore Anywhere](image)

**Thanks,**

**Alan Erceg**
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