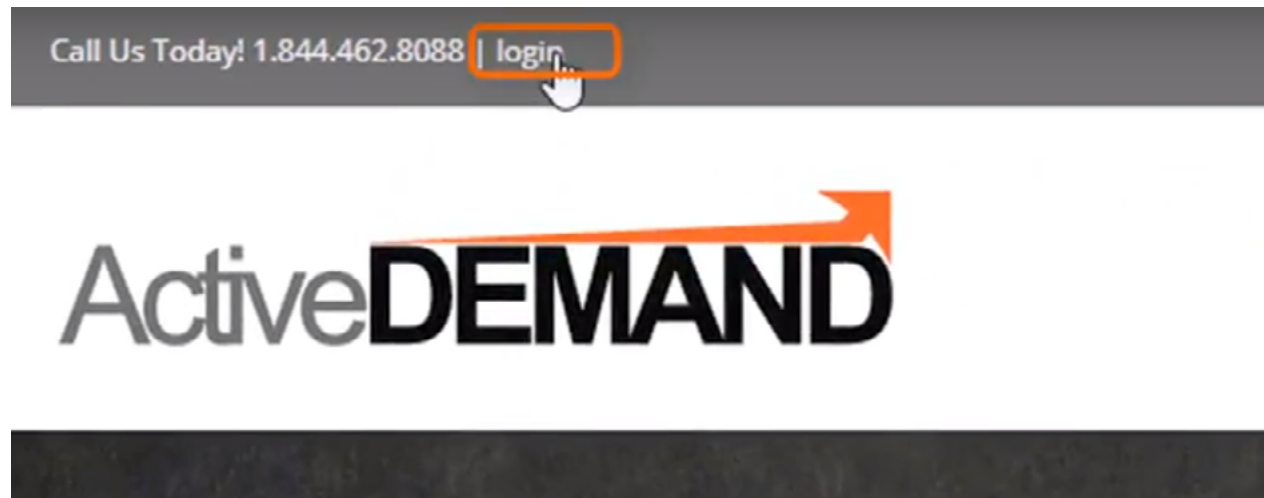


How – To
Reset a
Password in
ActiveDEMAND

ARE YOU ON THE SIGN-IN PAGE?

If you are not already on the Sign-In page, you need to access it from your login link. To get your login link, click the Login button on the ActiveDEMAND Home Page. It is in the top left corner.



Your link will look like this: **https://<your-company>.activedemand.com**

Copy and paste your login link into your browser.

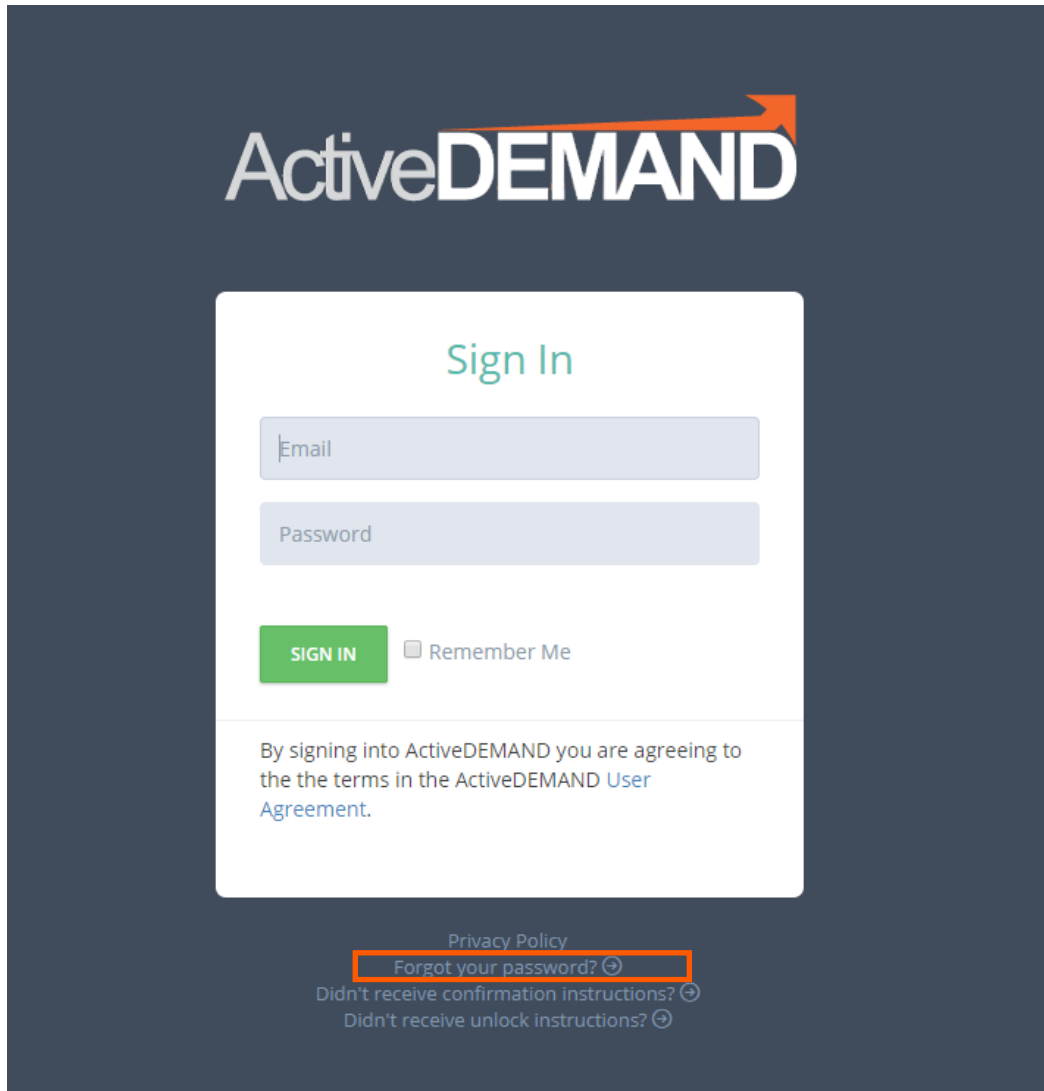
Copy this
URL

You'll need your ActiveDEMAND account URL to start building beautiful emails, converting visitors to customers, and transforming customers to brand champions. Your account URL is structured as follows:

https://<your-company>.ActiveDEMAND.com

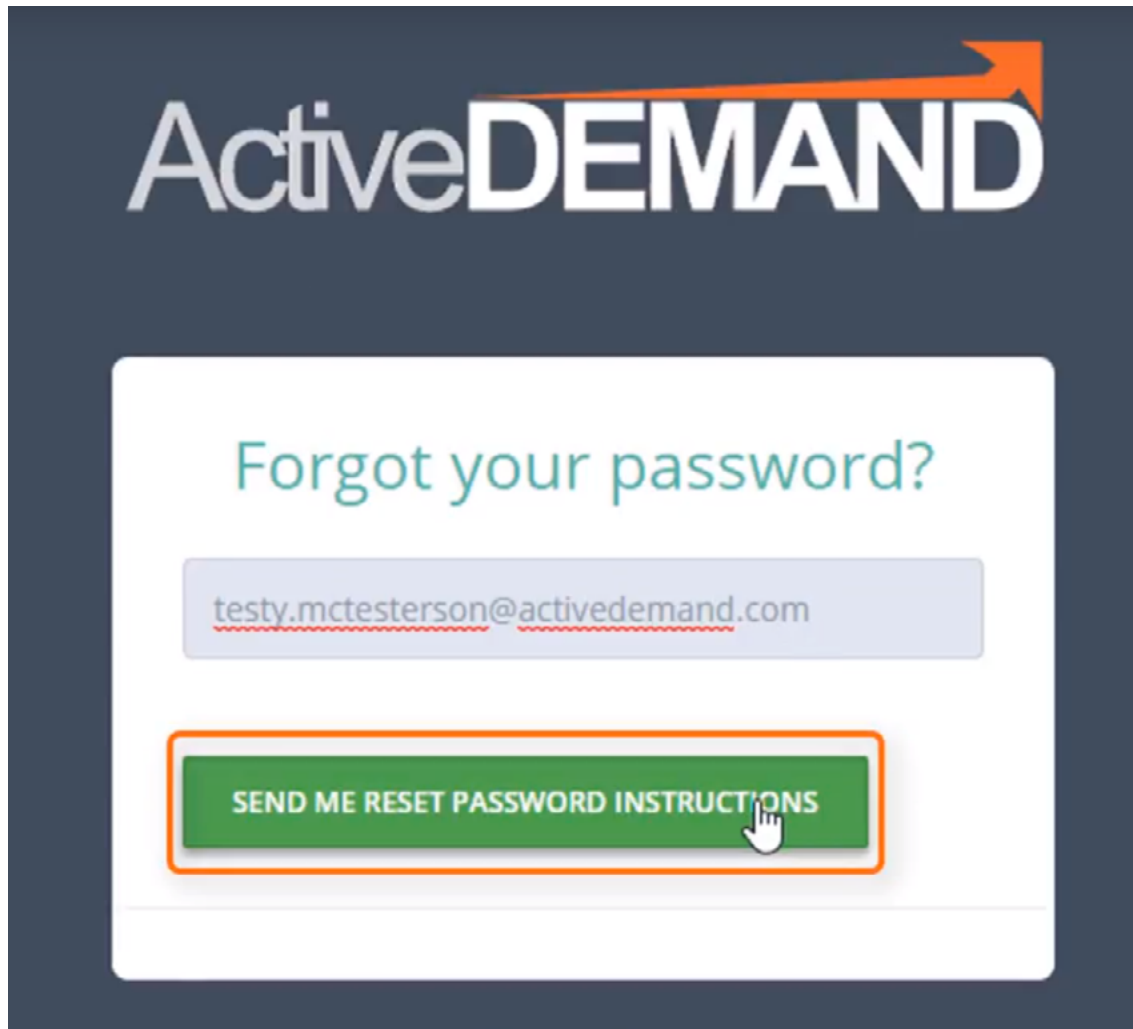
LOCATE 'FORGOT YOUR PASSWORD?' LINK

On the Sign-In page, locate the 'Forgot your password?' link.



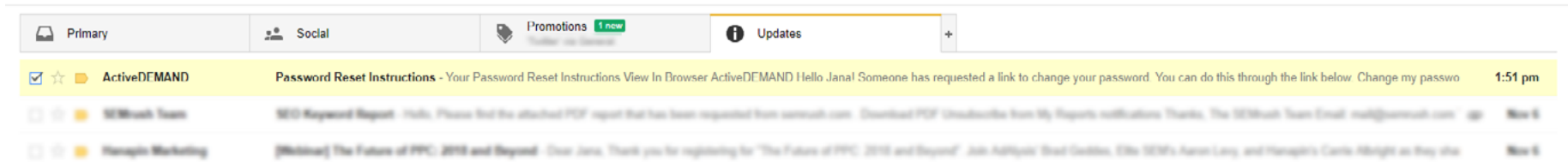
ENTER YOUR EMAIL ADDRESS

Tip: Make sure to use the email associated with the account. A confirmation **will not** send to the incorrect email.

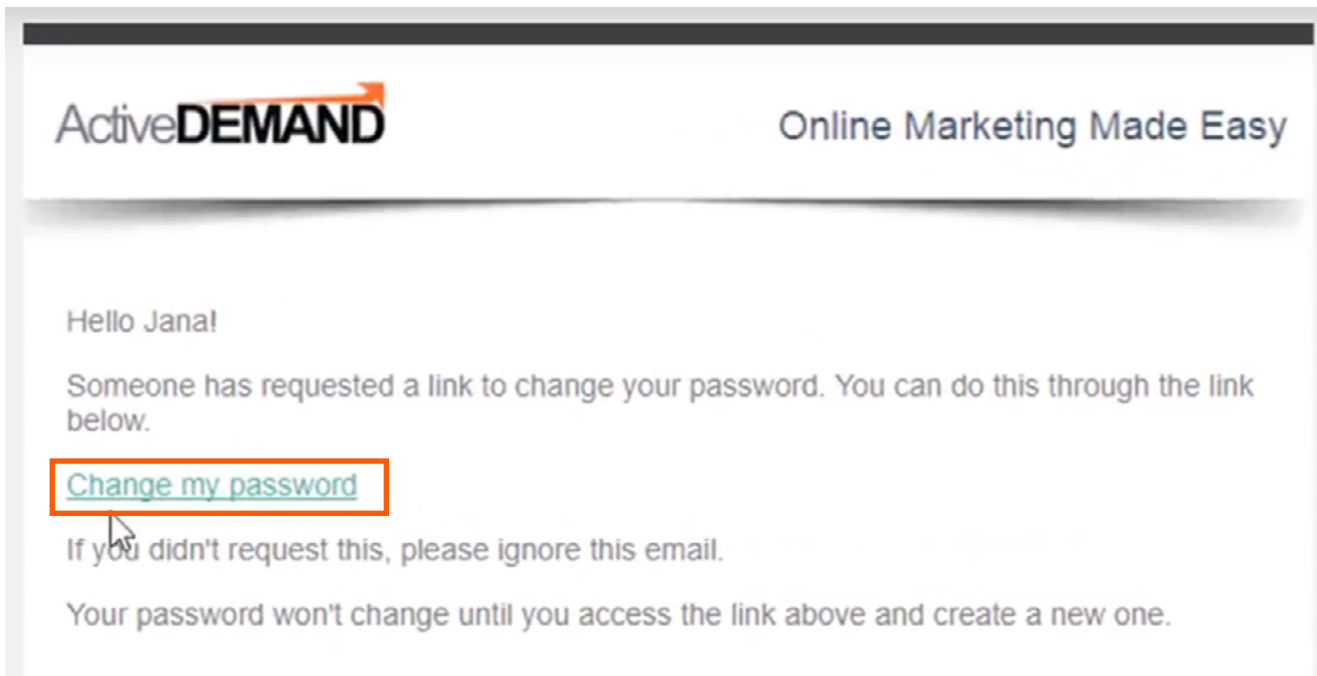


OPEN YOUR PASSWORD RESET INSTRUCTIONS EMAIL

Tip: Check Spam if you do not receive the email.



CLICK THE 'CHANGE MY PASSWORD' LINK IN THE EMAIL



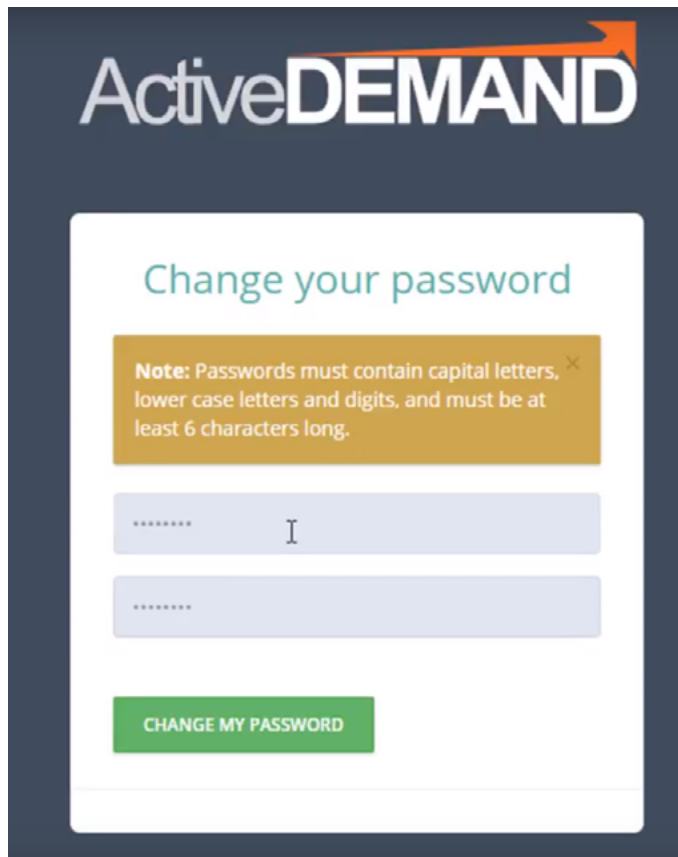
CREATE YOUR NEW PASSWORD

Tips:

Password must be at least 6 characters long.

Password must contain capital letters and lower case letters.

Password must contain a digit.



The screenshot shows the ActiveDEMAND logo at the top. Below it is a white box with the heading "Change your password". A yellow note box contains the text: "Note: Passwords must contain capital letters, lower case letters and digits, and must be at least 6 characters long." Below the note are two password input fields, each with a cursor and a small 'x' icon. At the bottom of the white box is a green button labeled "CHANGE MY PASSWORD".

STILL HAVE QUESTIONS?

Contact us via Chat

Or send us your question to: support@activedemand.com

Thank You
for using
ActiveDEMAND

Active**DEMAND**



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