



How do I reset my Passport administrator password?

Last Modified on 22/04/2024 11:37 am AEST

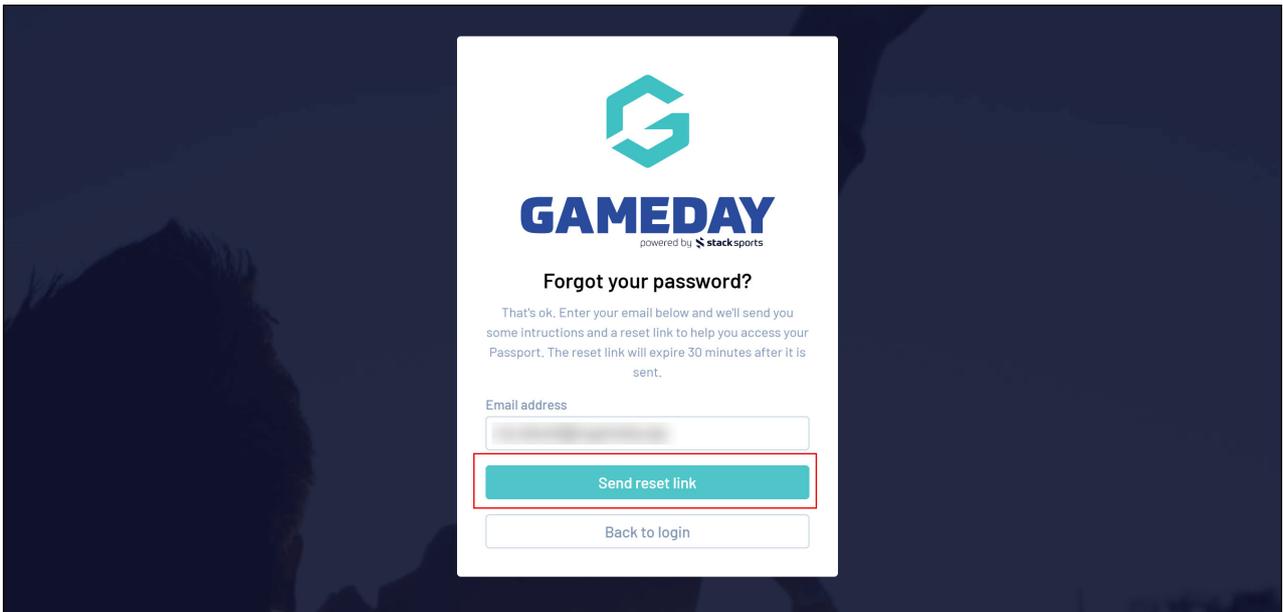
As an administrator trying to login to your organisation's Passport database, you can reset your password at any time through the Passport login page following the steps below. This should be the first thing you do when troubleshooting any login issues, as this process scans the system to check whether the email address you are using is actually active as an administrator in the database.

1. Open the [Passport login page](#)
2. Click the **FORGOT?** button

A screenshot of the GAMEDAY Passport login page. The page has a dark blue background with a silhouette of a person's head. In the center is a white login form. At the top left of the page is the GAMEDAY logo. At the top right are several small icons: a gear, a house, a question mark, and a refresh symbol. The login form contains the GAMEDAY logo and 'powered by stackports'. Below that is the text 'Login to Passport'. There are two input fields: 'Email Address *' with the placeholder 'email@address.com' and 'Password *'. To the right of the password field is a red-bordered button labeled 'Forgot?'. Below the password field is a teal 'Login' button. Underneath the login button is the text 'Don't have an existing Passport account? Please register below.' and a 'Register' button.

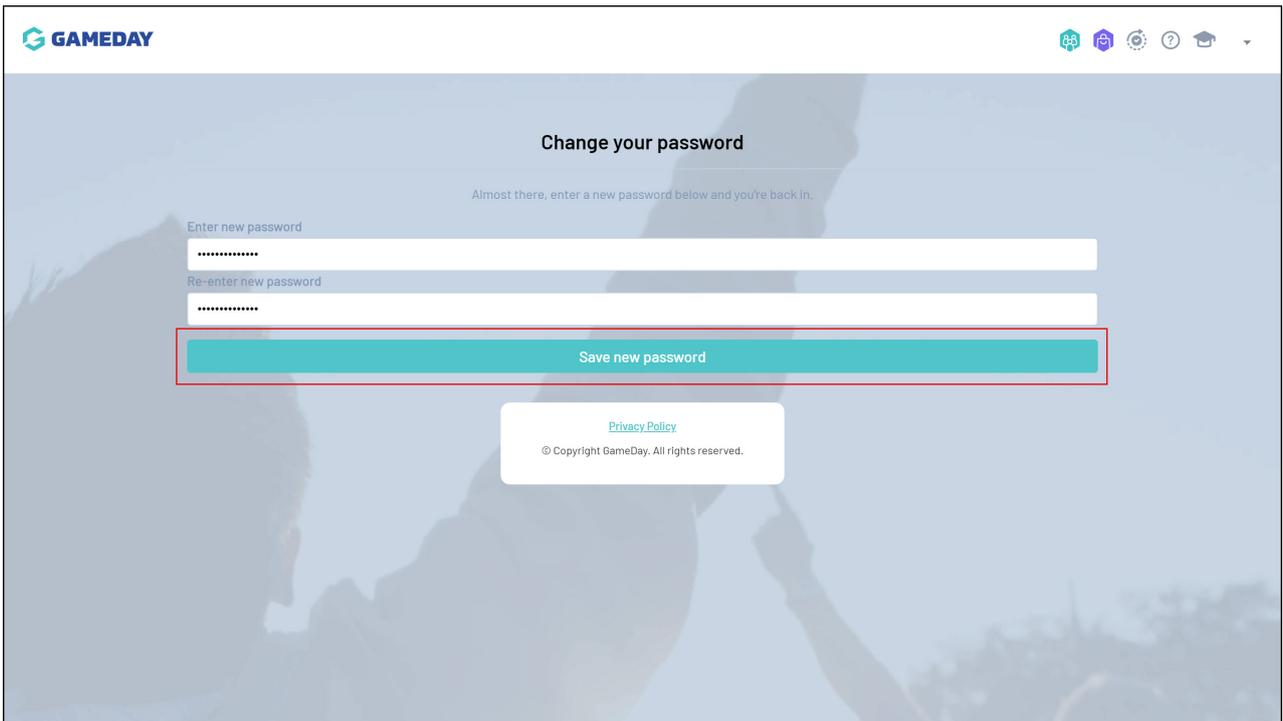
3. Enter your email address, then click **SEND RESET LINK**

Note: If your email address is not recognised in the Passport system, you will see an error message. In this case, check with another administrator for your organisation to see if your email address is set up in the [User Management](#) section of the database.



4. You will receive a confirmation message confirming that a reset email is on its way. Check your email inbox and follow the prompts to set a new password

5. Enter and Re-Enter your new password, then click **SAVE NEW PASSWORD**



Note: Your password must be at least 8 characters long, contain at least one number, one capital letter and one special character.

You will then be able to login to the database using your new password