

How to reset password/Unlock account

If you enter the wrong password more than three times, your account will be locked until the password has been reset. You can do this yourself by using the "Forgot password | Need new password" from the logon window in the client.

Solving Customer Interactions	
PASSWORD	
Forgot password Need new password?	
SIGN IN	

Enter your email or phone number which is registered on your user and a one time password will be sent either by email or sms depending on what you enter. Please note that you can**not** log in with the one-time password.

p u zzel.	
Forgot password / Need new pas	sword
If your email-address or your mobile phone number is registered in Puzzel, Your email address or mobile number (including 00 and country code)	you can order a one-time password sent as email or sms, and then define a new password.
nyemailaddress@company.com/123456789	
Order new password	

- 1. Enter the one-time password which you received on your email or on your mobile phone
- 2. Enter a new password that should be used for your next login
- 3. Enter the same new password as you entered on step 2

puzzel.		
Change Passwo	rd	
We have now sent you a one-time p One-time password Mew Password Repert Password Cere to be based	assessed as emailstons. Please enter the one time password and a new password here. Please note that the one-time password is wild for 10 minutes only.	

If the one-time password is correct and the new password is matching in step 2 and 3, your account will be unlocked and you can log in again with your new password.





Password is changed

The password is changed. Please go to the Sign in page and sign in with the new password.

If this doesn't work it may be that there isn't registered any phone number or email address on your user. Please contact your local administrator if this needs to be done.

You can also get help from your local administrator to reset your password.