Reset a forgotten password

Request a password reset email, set a new password, and what to do if the email doesn't come.

For: Administrators, Managers, Employees · Updated November 23, 2026 ·
https://hipaacertify.com/index.php/support/article/forgot-password

Reset your password

1. On the sign-in page, click **Forgot password?** (or go to **hipaacertify.com/forgot-password**).
2. Enter the email address you sign in with and click **Send Reset Link**.
3. Open the email with the subject **Reset Password Notification** and click **Reset Password**.
4. Enter your email address, type a new password (at least 8 characters) twice, and click **Reset Password**.
5. You'll see **Your password has been reset.** Sign in with the new password.

> **NOTE**
> The reset link works for **72 hours** and only once. If you request more than one, use the newest email.

Messages you might see

Message	What it means
We have emailed your password reset link.	It worked. Check your inbox and spam folder.
We can't find a user with that email address.	The address doesn't match an account. Check for typos, or ask your administrator which email they used.
Please wait before retrying.	You asked for a link less than a minute ago. Wait 60 seconds.
This password reset token is invalid.	The link was already used, has expired, or the email you typed doesn't match. Request a new link.

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The email never arrived

Check spam or junk, and give it a couple of minutes. Some organizations' email filters hold outside messages. See Not receiving emails from HIPAA Certify.

Employees can also ask an administrator to send a reset from the Employees page. See Send an employee a password reset.

> **WARNING**
>
> **Do you use the same email at more than one organization?** A reset email may update your account at a different organization. If you can't get into the right one, contact support.

Need more help? Visit https://hipaacertify.com/index.php/support or contact us at https://hipaacertify.com/index.php/contact.

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