

Forgot Your Password?

If have you forgotten your password, Certify provides a way to reset your password and regain access to your account. This article shows you how to use the [Forgot your password?](#) feature.

1. On the [Certify Login](#) page, click **Recover your Password** underneath the area where you would enter your Certify login credentials..

Account Login

System Status: ● Happy and healthy

Email

Password

LOGIN

[Recover your password](#)

2. On the next page, enter your **Email Address** in the field provided.

Password Assistance

Step 1 of 4

Help us help you! To reset your password, please enter the email address associated with your Certify account.

Email Address

CONTINUE

If you can't remember or can't access the email associated with your Certify account, contact your internal system administrator.

3. You'll then be asked where you'd like Certify to send you a security code. Choose an option and click continue.

Password Assistance

Step 2 of 4 

To verify your account we'll send you a security code.
How would you like to receive the code?

- Email Code To:
- Text Message Code To:

CONTINUE

If you can't remember or can't access the email associated with your Certify account, contact your internal system administrator.

4. Enter the security code you were sent via email or text message in the field provided. Then, click **Continue**.

Password Assistance

Step 3 of 4 

A Security Code has been sent by text message to 16*****035.
Enter the code below to verify account ownership.

Security Code

CONTINUE

If you can't remember or can't access the email associated with your Certify account, contact your internal system administrator.

5. On the next page, enter a new password for your Certify account in the field provided. Confirm your new password by re-entering it into the **Confirm Password** field provided. Be sure your password contains all of the necessary information, and Certify will show if your password is strong. Then, click **Continue to Login**.

Password Assistance

Step 4 of 4 

Create a new password:

 **Strongest**

Your password must contain all of the following:

- 6 characters (required)
- 8 characters
- One special character
- One number
- One uppercase character
- One lowercase character

New Password

 

Confirm Password

 

Passwords Match!

CONTINUE TO LOGIN