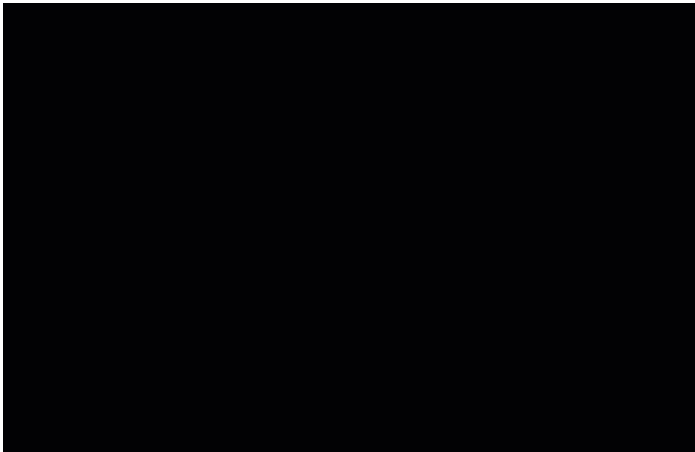




## Password Recovery

### How to recover the Claromentis password?

If you have forgotten your password you can use the [Forgot your password?](#) link located at the login page of Claromentis, in order to receive an automatic email to reset your password.



### What if I also have forgotten the username?

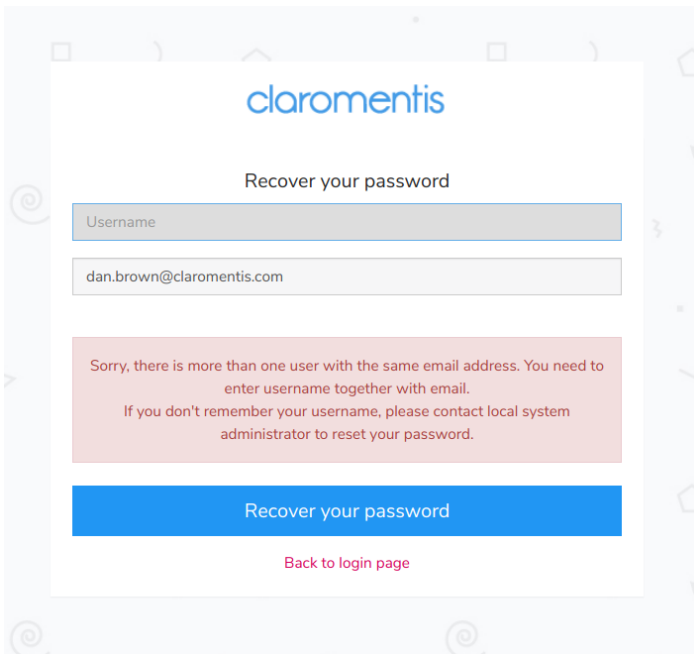
Many organisations use a different format for usernames, here are some of the popular ones

- `firstname.surname`
- The first letter of the first name followed by the surname
- Employee number or ID
- Corporate email address (often email address also be used as username)

If you can't remember your username, contact your intranet administrator to remind you what it is or reset the password for you.

### What if multiple accounts use the same email address, how do you identify which account needs the password reset?

The system will ask for a username alongside the email address in order to differentiate accounts and reset the password for a specific one only.



## How do I reset 2 Factor Authentication too?

You need to contact your administrator to reset or clear 2-factor authentication for you.

Learn more about Multi-factor authentication.

## I am using (Single Sign-On) SSO how can I reset my password?

If you are using SSO then generally you don't need to log in separately to Claromentis if you have been authenticated with the identity provider.

Your SSO Identity Provider will have a way to reset your password. There are many possible ways SSO is configured and it is also possible to have a local password for Claromentis allowing you to log in directly to Claromentis as well as use SSO providers such as Google by connecting your account via Social Login.

Learn more about SSO

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Last modified on 1 December 2023 by Hannah Door

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Tags: password, password reset, people, user guide