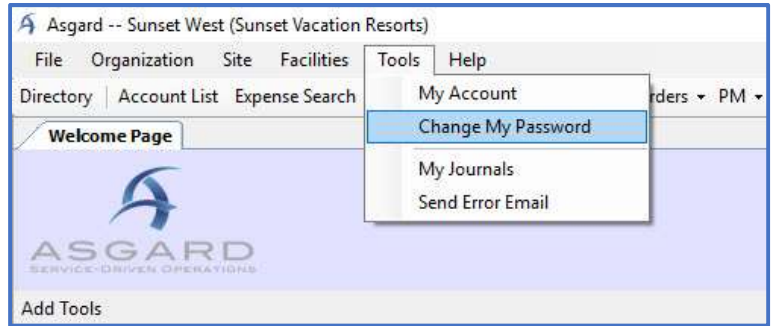# Asgard Desktop Job Aide

New Password Reset and Retrieving Forgotten Passwords

Asgard uses a secure method of storing and resetting passwords. Follow the instructions below to reset your password by choice, or when you have forgotten your password.
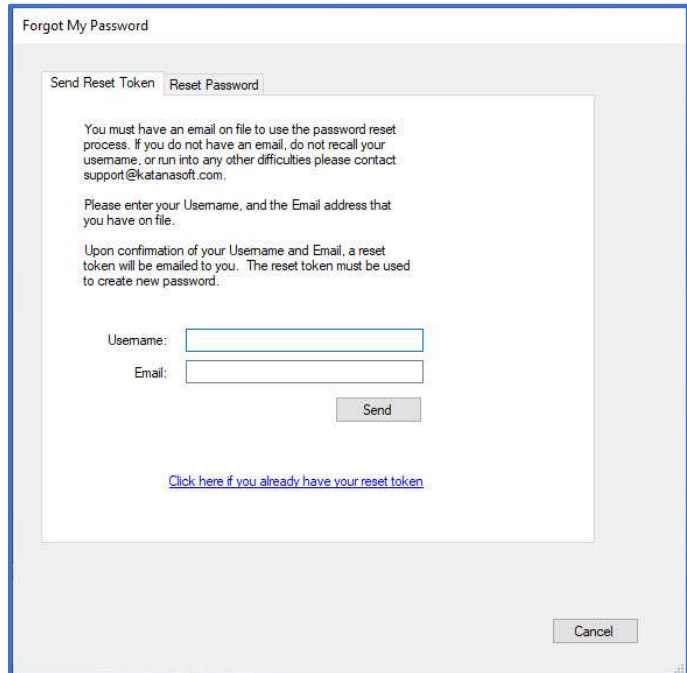
Step 1: Password Reset

If a user needs to change his/her known password, the option is available from Tools > Change My Password. If you have any questions or concerns please contact support@katanasoft.com.

Step 2: Forgotten Passwords

If you forget your password, click Forgot My Password. Enter your username and email address associated with your profile. The system will send a token to your email account.

Sample Password Email

Hi,

Looks like you forgot your password! No problem, it happens to all of us.

You password reset token is uxNucGz5HQJa8qgB28GE this token will expire in 15 minutes.

If you did not request this password reset, please contact us immediately at support@katanasoft.com

Enter the token on the second tab of the Forgot My Password dialog box and click Validate Token. The token will unlock the account and allow you to create a new password.

Once the token is validated, the user can set a new password of their choosing (following any other existing security rules).

For security, the token will expire after 15 minutes or when it is used.

If you have any trouble with resetting your password, simply click Contact Us on the log in screen and the Heroes will assist you.

Forgot My Password

Send Reset Token | Reset Password

Reset Token: [   ]   Validate Token

New Password: [   ]

Confirm Password: [   ]

Reset Password

Cancel