

MAC - What if I forgot my password?

Oops! Did you forget your password? Did you save the Welcome to Ciniki email from when you signed up? The welcome email contains your username and password but if you have lost the email you can follow these steps to get a new password.

For security reasons, we must send you an email to verify your identity and allow you to reset your password.

Step 1 of 9 - Open Safari

Click on Safari in your Dock.

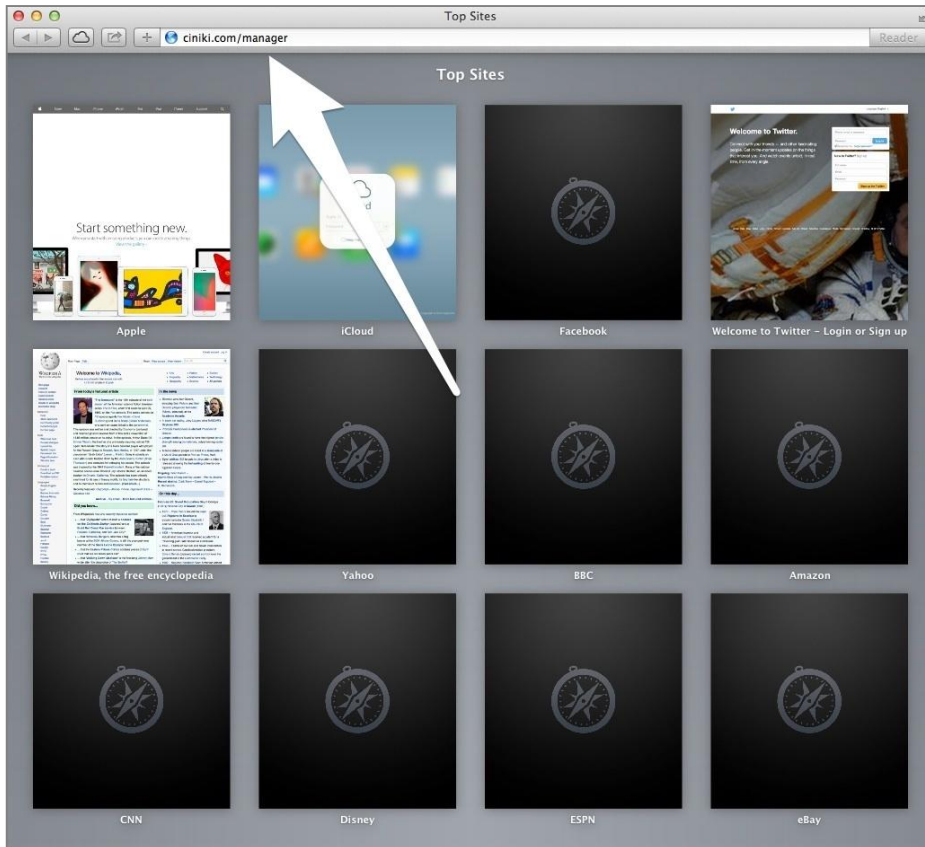
If you do not have Safari, you can also use Chrome or Firefox.



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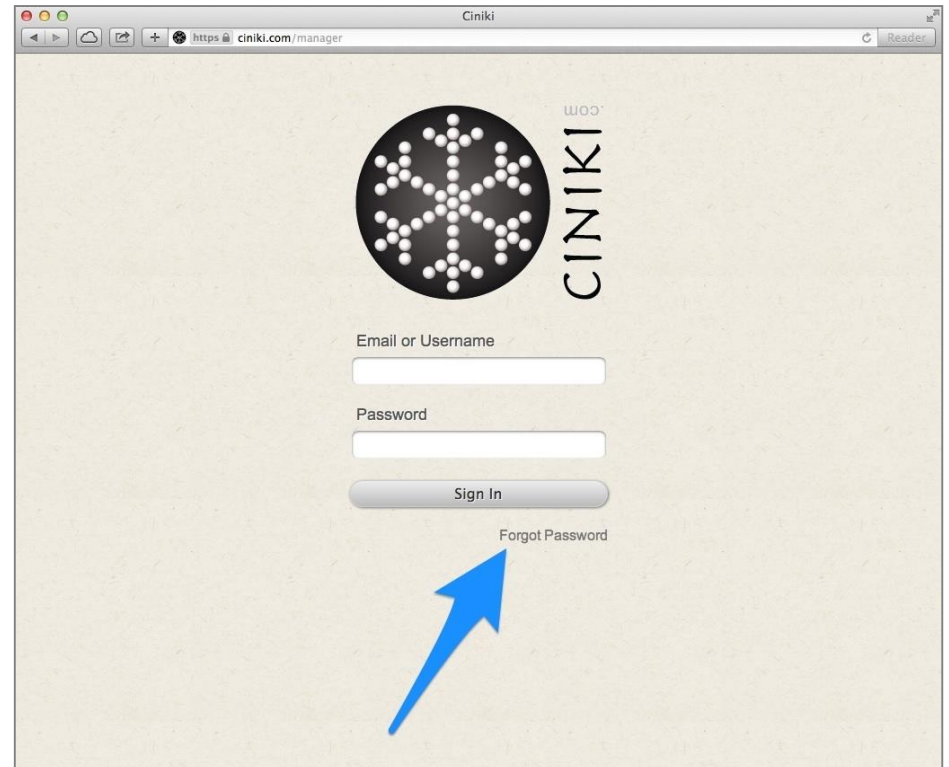
Step 2 of 9 - Open ciniki.com/manager

Enter ciniki.com/manager in the address bar and press enter.



Step 3 of 9 - Click on Forgot Password

Click on the Forgot Password link below the Sign In button.



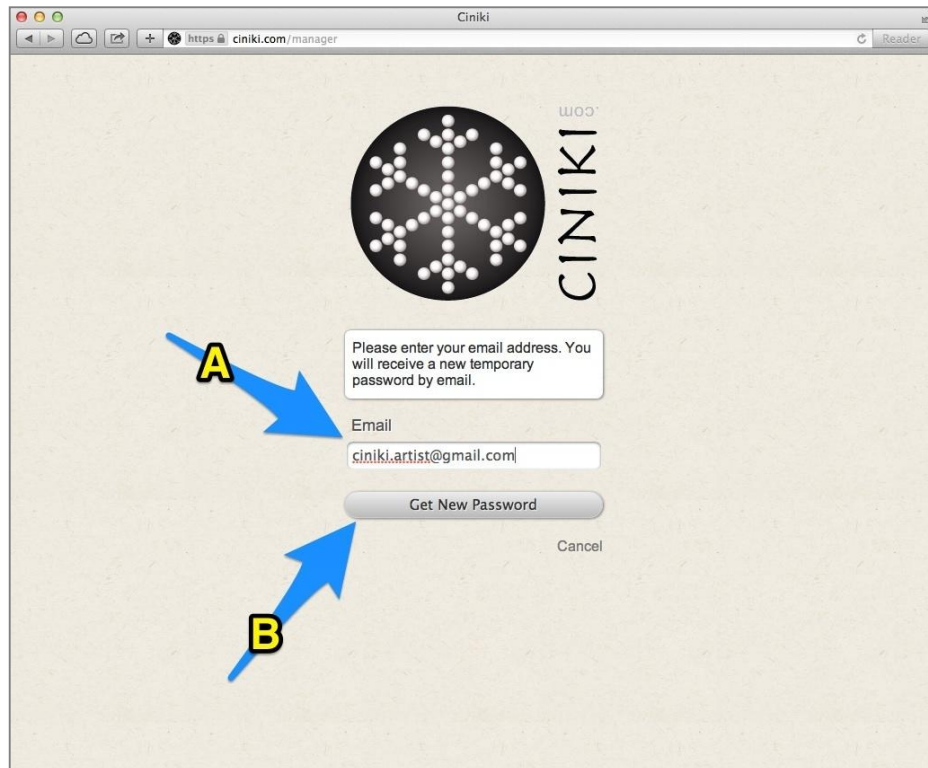
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Step 4 of 9 - Enter your email address

A. Enter the email address you used to sign up to Ciniki with.

If this email address is no longer valid you need to contact help@ciniki.com to change your email address and reset your password. You need to be able to check this email to get a new password.

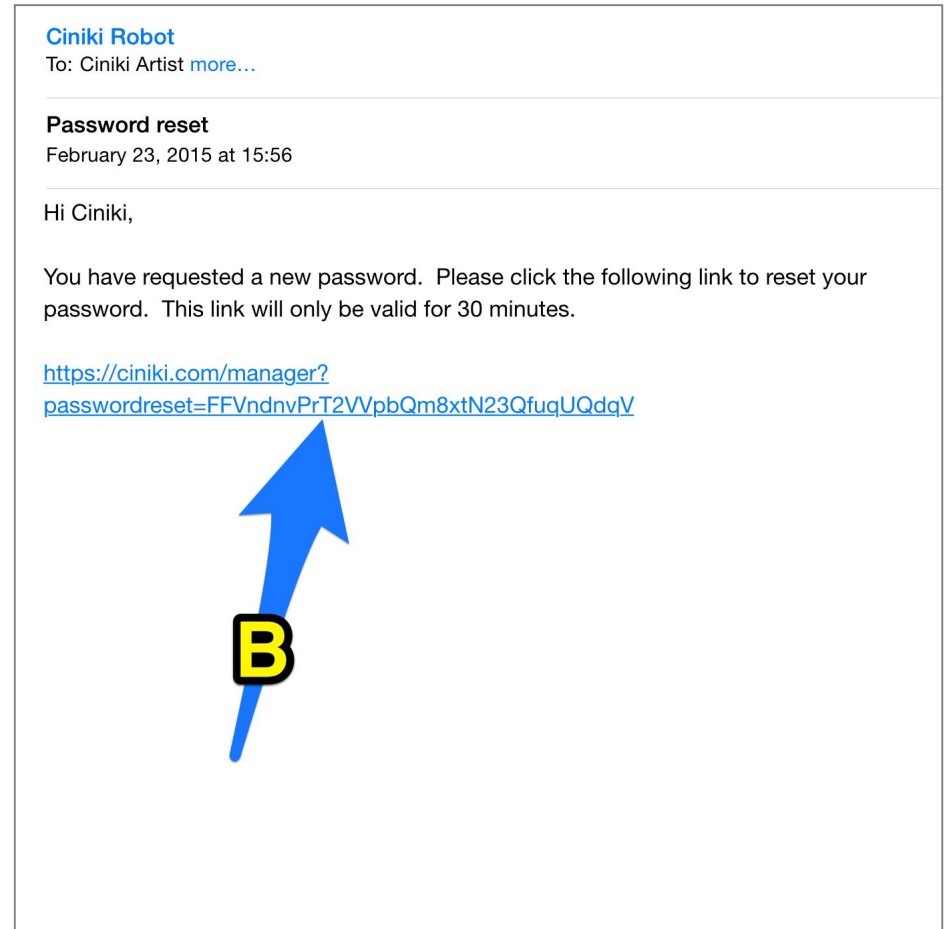
B. Click on Get New Password.



Step 5 of 9 - Open the email from Ciniki Robot

A. Open your email and look for a message from Ciniki Robot with the subject "Password reset".

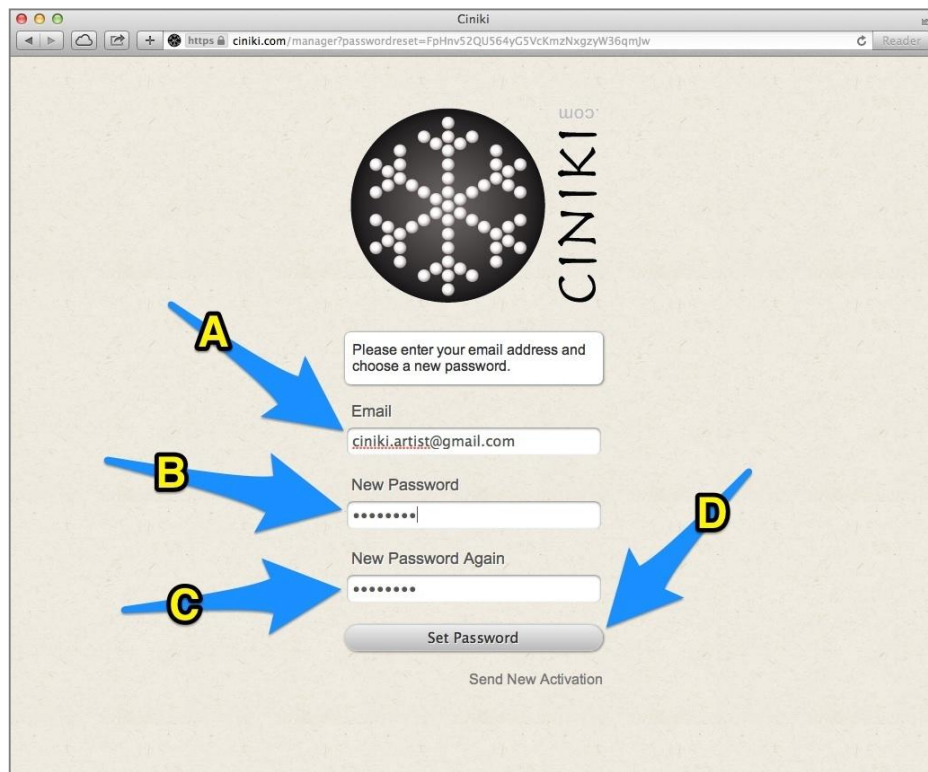
B. Click on the link in the email.



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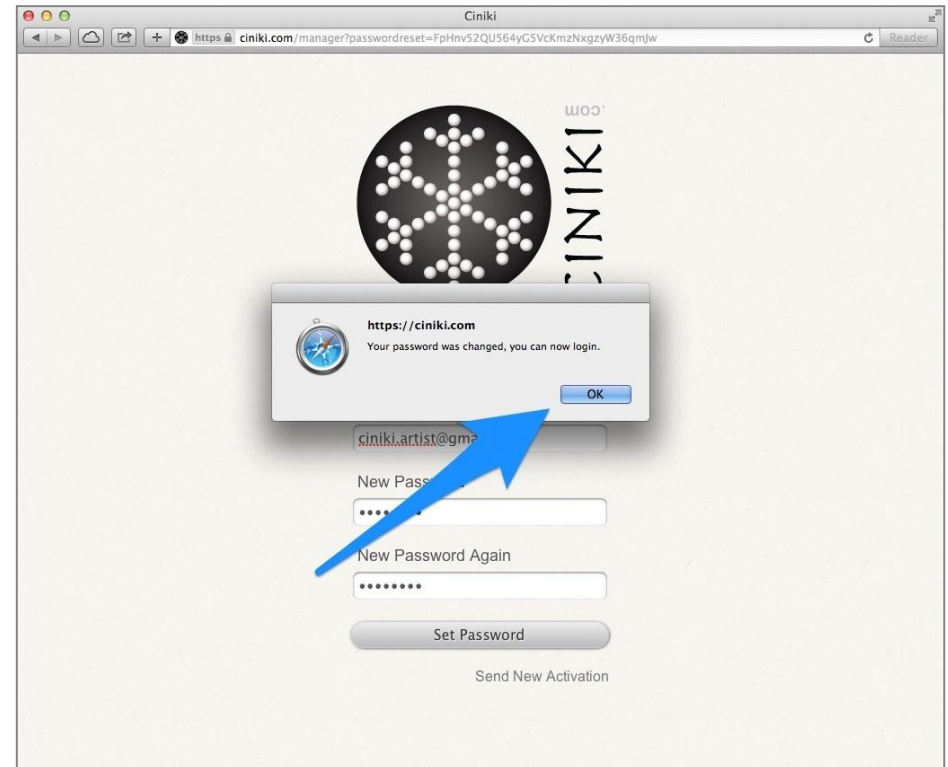
Step 6 of 9 - Enter your email and new password

- A. Enter your email address.
- B. Enter your new password.
- C. Enter your new password again.
- D. Click on Set Password.



Step 7 of 9 - Click on OK

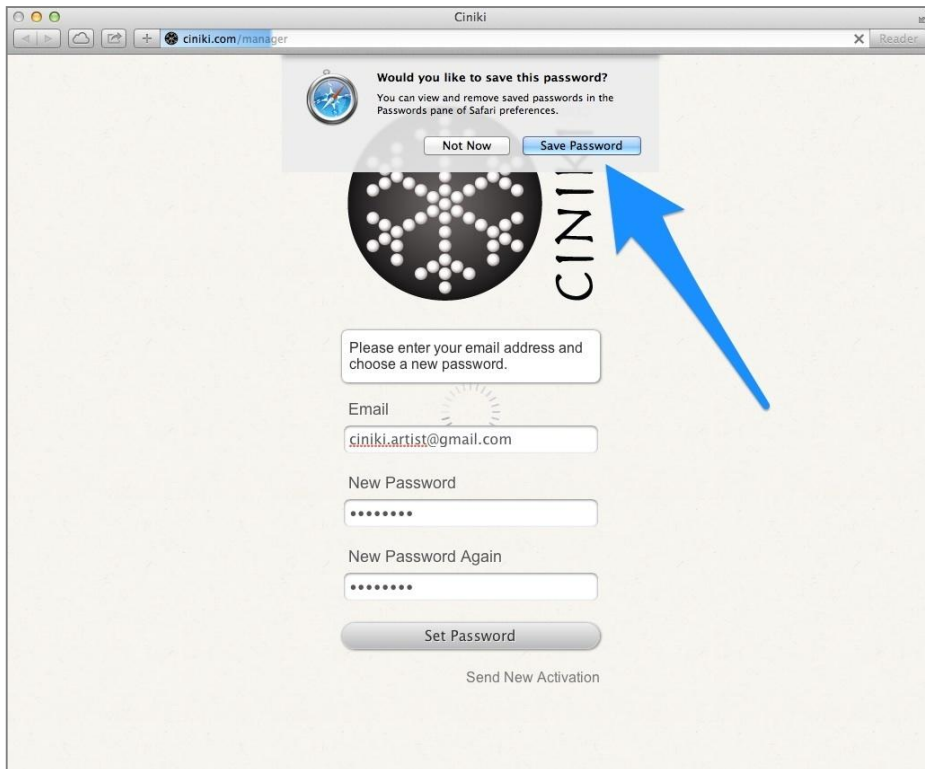
- Your password has been reset.
- You can Click on OK in the pop-up alert.



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Step 8 of 9 - Save Password

If you are on a private computer, you can choose to save your password so you don't need to remember it each time you login.



Step 9 of 9 - Done

Your password has successfully been reset. Don't forget to write down your new password.

