

Windows 8 - What if I forgot my password?

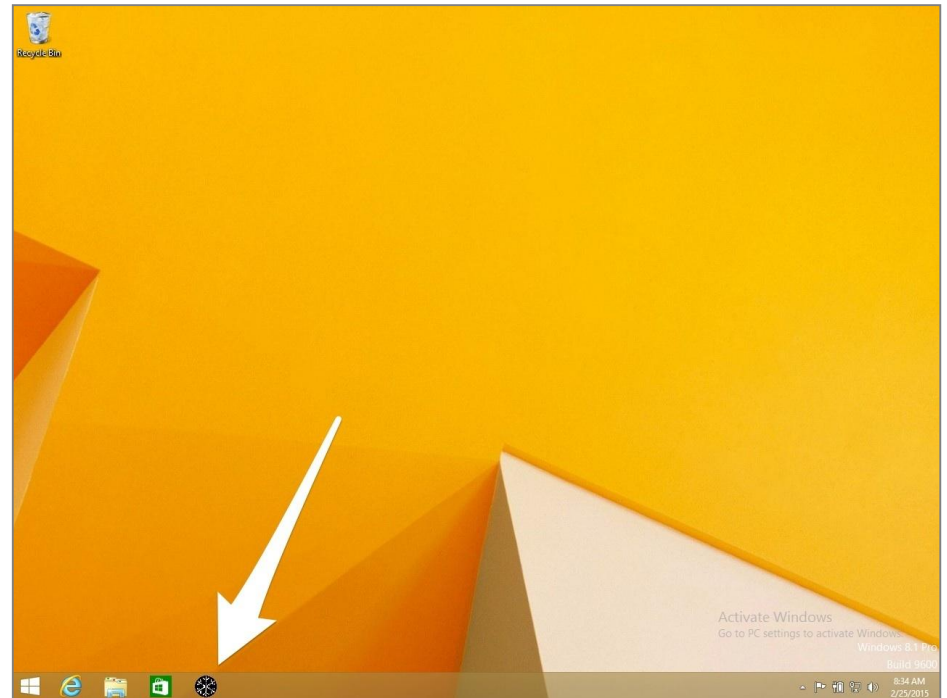
Oops! Did you forget your password? Did you save the Welcome to Ciniki email from when you signed up? The welcome email contains your username and password but if you have lost the email you can follow these steps to get a new password.

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

Step 1 of 8 - Click on Ciniki Icon

Click on the Ciniki icon in your Taskbar. If you do not have the icon, the tutorial [How do I add Ciniki to my Start Bar?](#) will show you how.

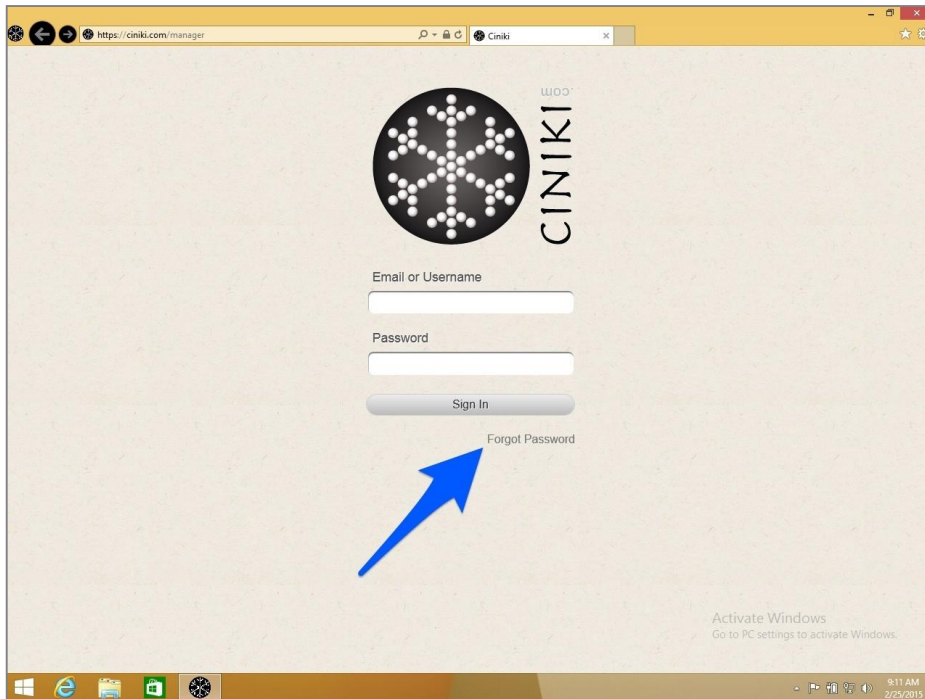
If you do not want a Ciniki icon in your Taskbar, you can open your web browser and go to <http://ciniki.com/manager> to login.



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Step 2 of 8 - Click on Forgot Password

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

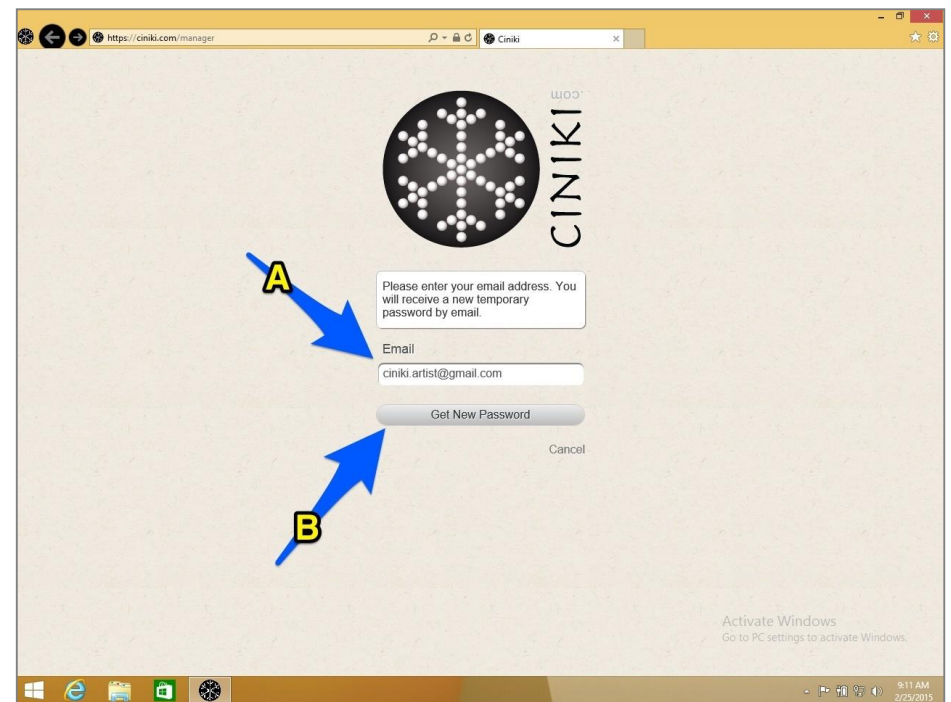


Step 3 of 8 - Enter your email address

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If this email address is no longer valid you need to contact help@ciniki.com to change your email address and reset your password.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.

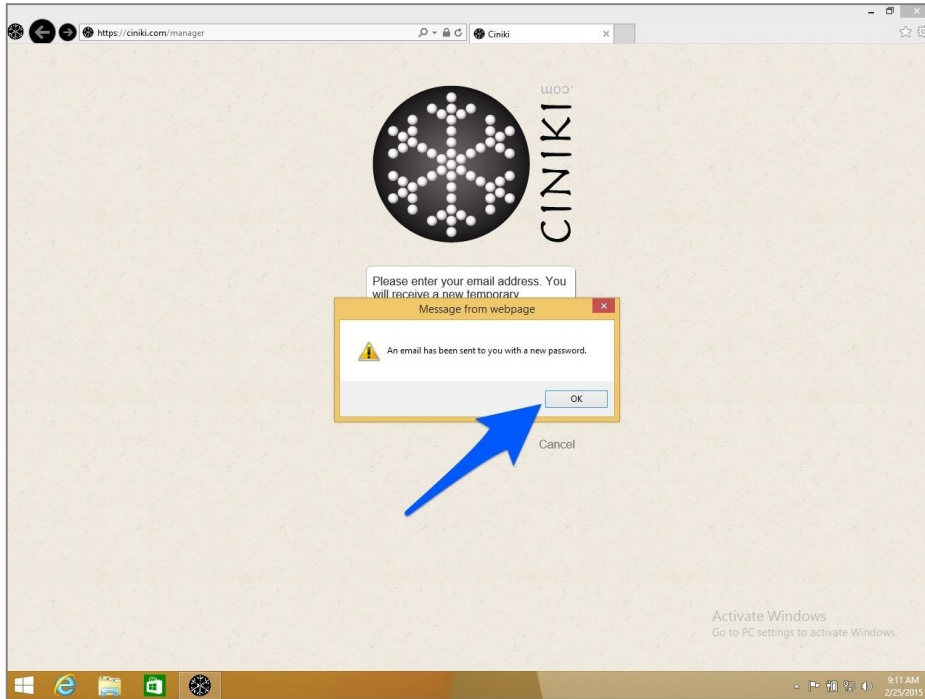


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Step 4 of 8 - Click OK

An email has been with a link to reset your password.

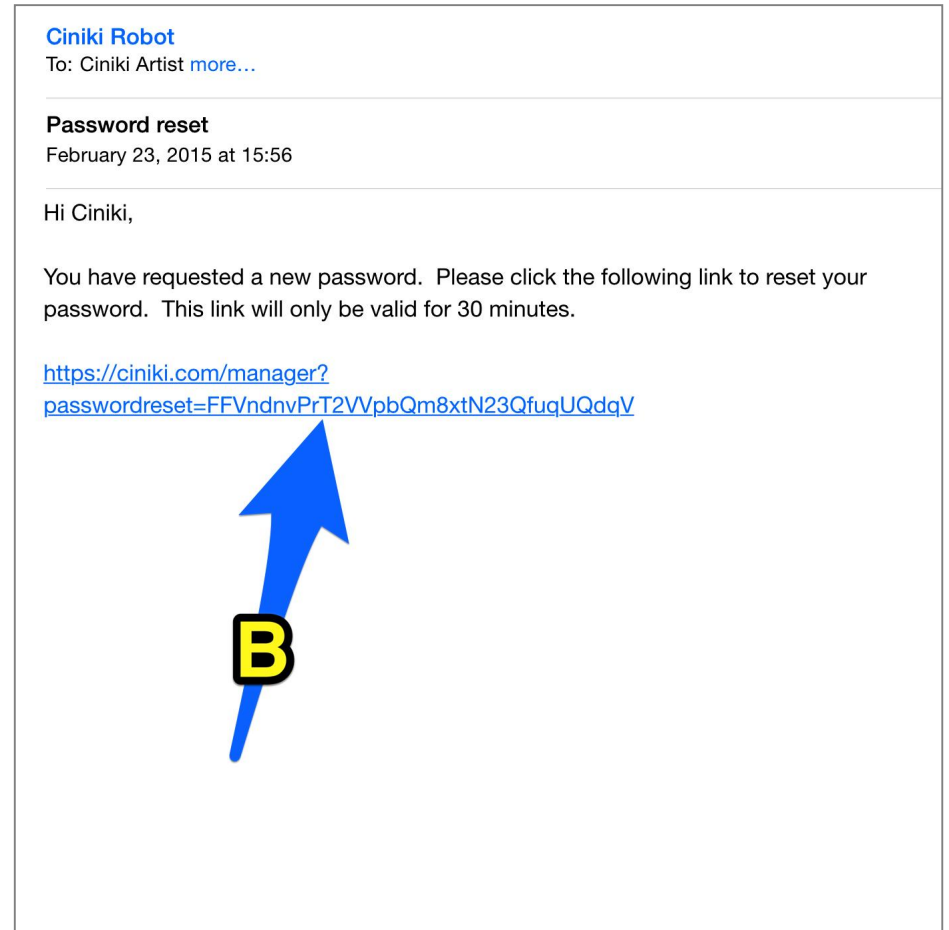
You can Click on OK in the pop-up alert.



Step 5 of 8 - Check your email

A. Open your email and look for a message from Ciniki Robot about Password Reset.

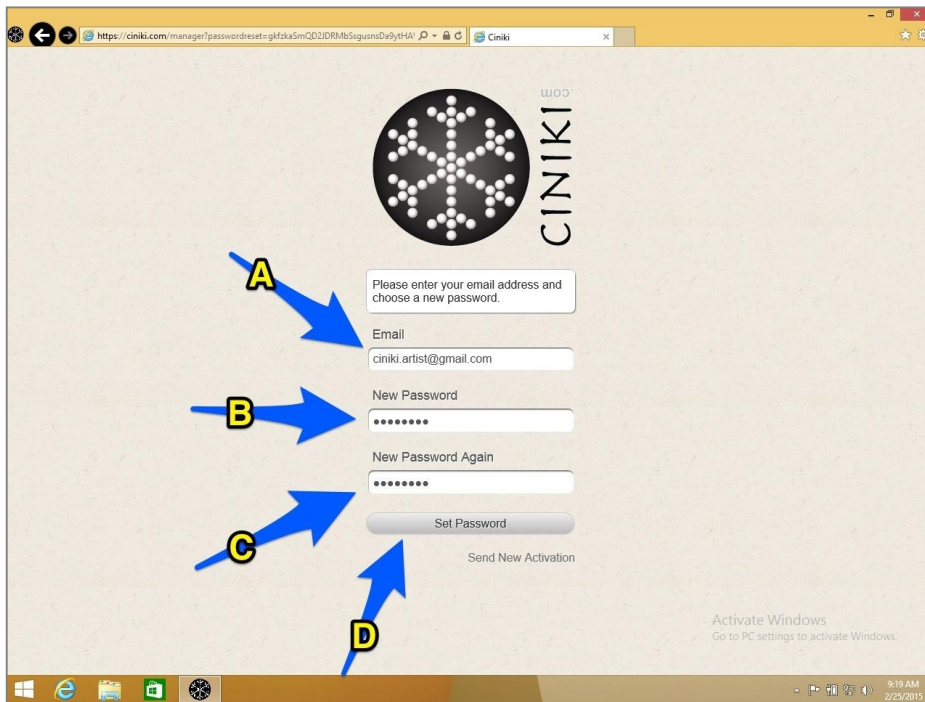
B. Click on the link in the email.



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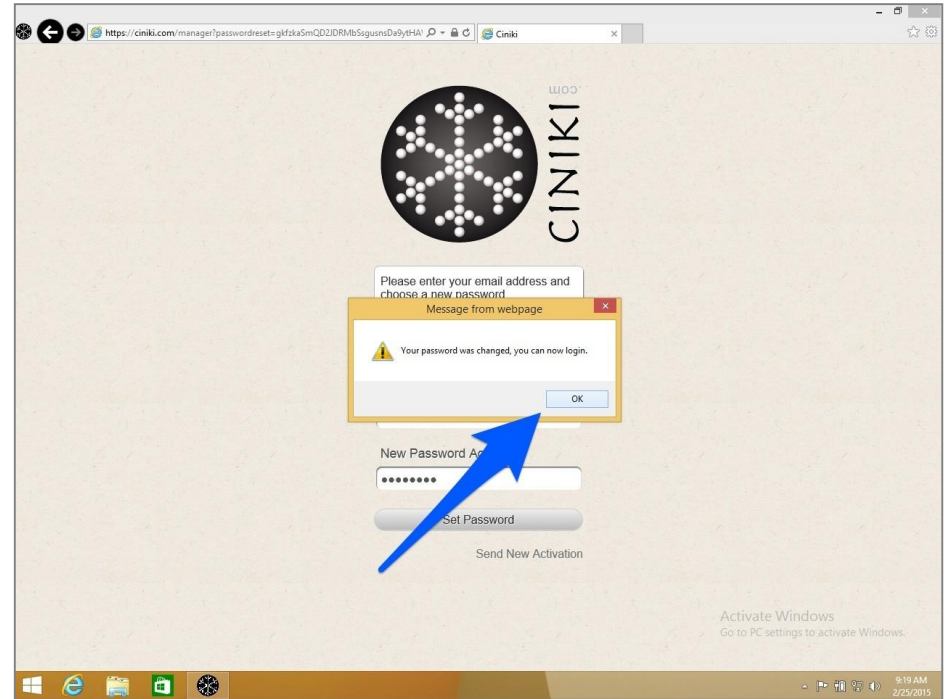
Step 6 of 8 - Enter your email and new password

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



Step 7 of 8 - 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 8 - Done

Your password has been reset and you can now login using your new password.

