Change or reset your password

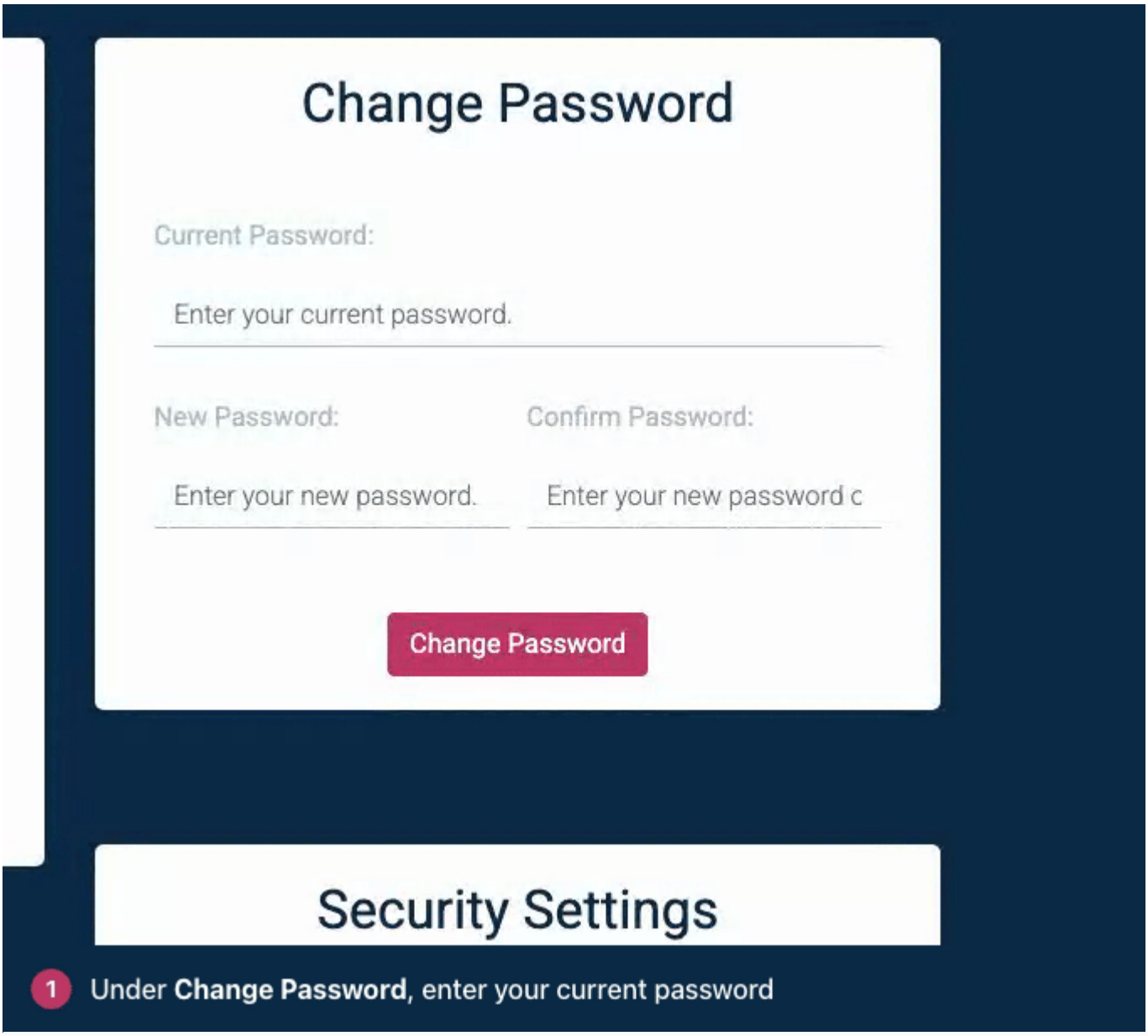
Team and account

Change your password any time from Account Settings. If you've forgotten it, reset it from the sign-in page instead.

Who can do this: Everyone, for their own account · **Plans:** All plans

Change your password

1. At the bottom of the left menu, click your avatar, then **Account Settings**. You can also go to helpcenter.io/app/account.
2. Under **Change Password**, enter your **Current Password**.
3. Enter a **New Password** of at least 6 characters, and type it again in **Confirm Password**.
4. Click **Change Password**. You see "Password successfully changed."



Use your new password the next time you sign in.

If you signed up with Google

An account created with Google has no password yet. Account Settings shows **Set a Password** instead of Change Password, and doesn't ask for a current password: enter a **New Password**, confirm it and click **Set Password**. After that you can sign in with Google or with your email and password.

Connect or disconnect Google

In **Account Settings**, **Sign-in Methods** lists Google.

- Click **Connect** and pick your Google account to sign in with **Continue with Google** from then on. The Google account's address doesn't have to match your HelpCenter.io email address. The card then reads **Connected as** followed by that address.

- Click **Disconnect** to go back to signing in with your email and password only.

Google can't be disconnected while it's your only way to sign in. Set a password first.

Reset a forgotten password

1. Click **Forgot password?** on the sign-in page.

2. Enter your **Email** and click **Send the reset link**. You see "If an account exists for that address, we've emailed a password reset link."

3. Open the email and click the reset link. It works for 60 minutes.

4. On **Reset your password**, enter your email address, then your new password in **New password** and **Confirm the new password**.

5. Click **Reset password**.

A reset needs a password of at least 8 characters, while Account Settings accepts 6. Choose 8 or more and your password works in both places.

Keep your account safe

- Use a password you don't use anywhere else. A password manager makes that painless.

- Add a second step to signing in with two-factor authentication.

Troubleshooting

"The current password you've entered seems to be incorrect." Type your current password again. If you don't remember it, reset it instead.

The reset email doesn't arrive. Wait a few minutes and check your spam folder. The page shows the same confirmation for every address, so check that you entered the one on your account. If you asked for a link less than a minute ago, wait a minute before asking again.

"Set a password before disconnecting Google, or you would have no way to sign in." Set a password under **Set a Password**, then disconnect Google.

"That Google account is already connected to a different HelpCenter.io account." A Google account signs in to one HelpCenter.io account. Disconnect it from the other account first, or pick another Google account.

"This password reset token is invalid." The link has expired or was already used. Request a new one.

Related articles

- Sign in to HelpCenter.io
- Turn on two-factor authentication
- I can't sign in