



Osprey Approach: Resetting Portal Password (Clients & Associates)

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The latest version is always online at
<https://support.ospreyapproach.com/?p=53651>

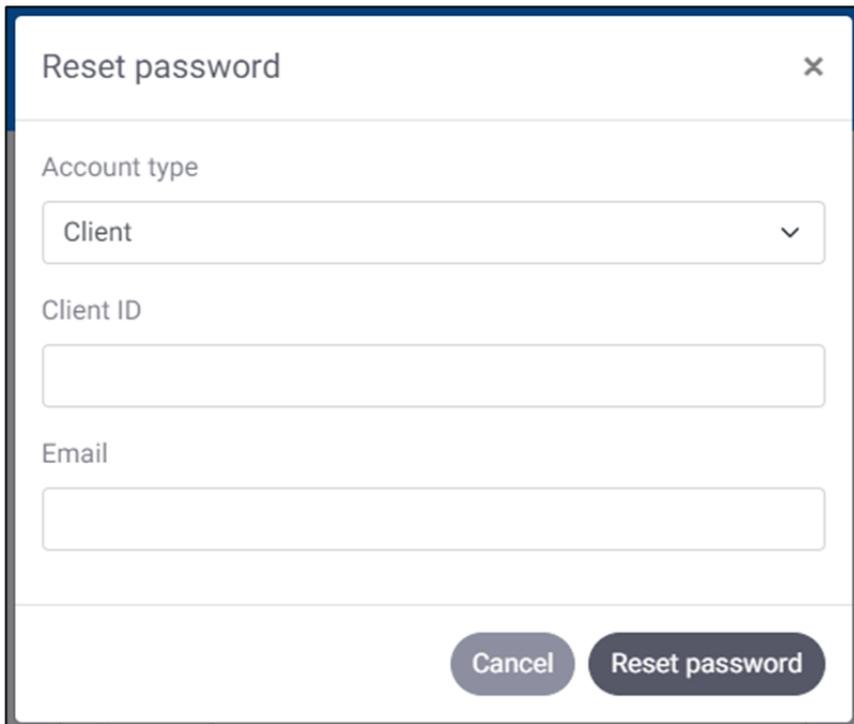


This guide will assist your clients and associates with resetting their passwords for the web portal

Resetting the password (client)

To reset a password your client will need to go to the log in page of the web portal and click Reset Password. The client will need to choose client from the available drop-down list.

They can then enter their client ID and email, then click Reset Password. This will email them a new one.



The screenshot shows a modal window titled "Reset password" with a close button (X) in the top right corner. The form contains the following fields and buttons:

- Account type:** A dropdown menu with "Client" selected and a downward arrow.
- Client ID:** A text input field.
- Email:** A text input field.
- Buttons:** "Cancel" and "Reset password" buttons at the bottom right.

Resetting the password (associate)

To reset the password, your associate will need to go to the log in page of the web portal and click reset password. To reset the password for an associate choose Associate from the drop-down list.

They can then enter the relevant ID and click Reset Password. This will email them a new one.

Reset password



Account type

Associate



Client ID

Cancel

Reset password