

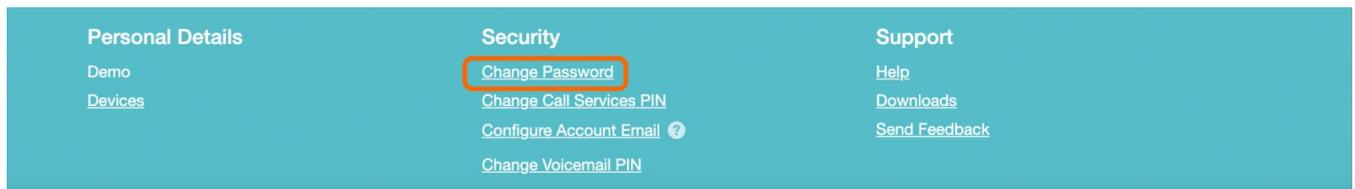
How Do I Change my CommPortal and Pod Connect Password

INFO: Please keep your passwords in a safe place. This password is required to access the CommPortal and is required for both mobile and desktop Pod Connect applications.

You can change your in one of 2 ways, from the [CommPortal](#) and from the **Pod Connect** mobile client. Please note you currently cannot change your password from the desktop client.

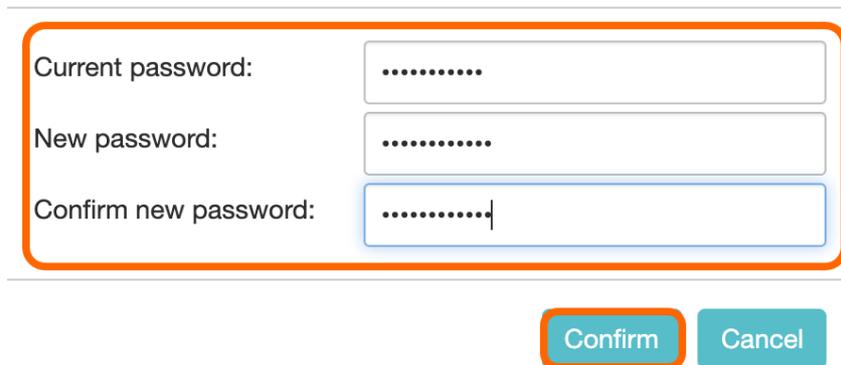
To change your current password from the **CommPortal**:

Once logged in the CommPortal scroll down to the bottom of the page and under **Security** click on **Change Password**



Next, in the change password box enter your current password then enter a new password, type the new password again in the **Confirm new password** field.

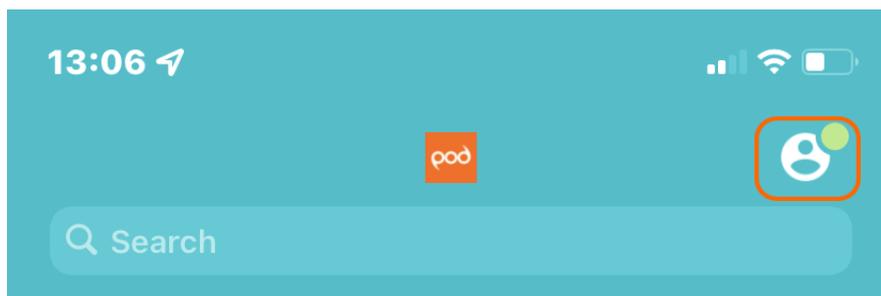
Change Password

A screenshot of the 'Change Password' form. The form is enclosed in a white box with an orange border. It contains three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. Each field contains a series of dots representing masked text. Below the form are two buttons: 'Confirm' (highlighted with an orange border) and 'Cancel'.

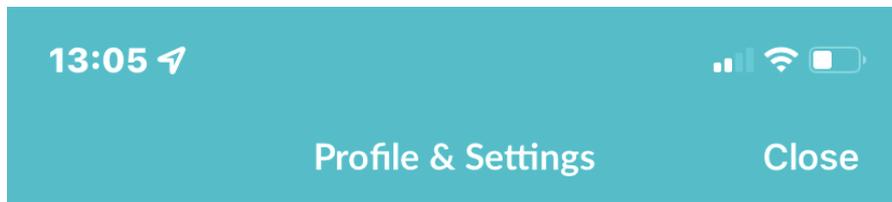
Click on **Confirm** once completed. You will receive an e-mail to account e-mail address advising that the password has been changed.

To change your current password from the Pod Connect mobile application:

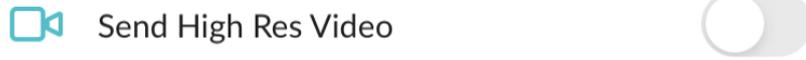
Open the **Pod Connect** application on your mobile device and login. In the right corner tap on the profile icon.



This opens the **Profile & Settings** page, from here scroll down to **Account Settings** and tap on **Password**



VIDEO CALLS

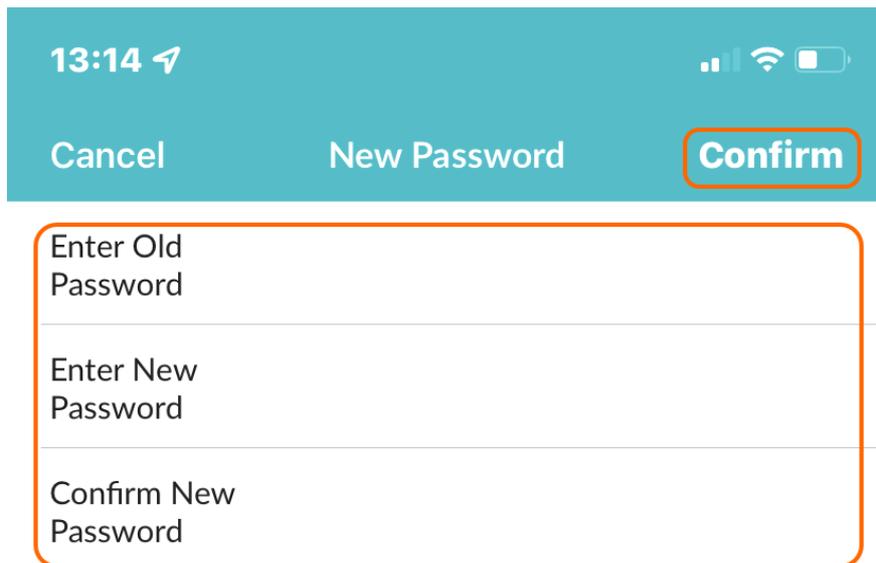


Sending high resolution video on lower quality networks is not recommended.

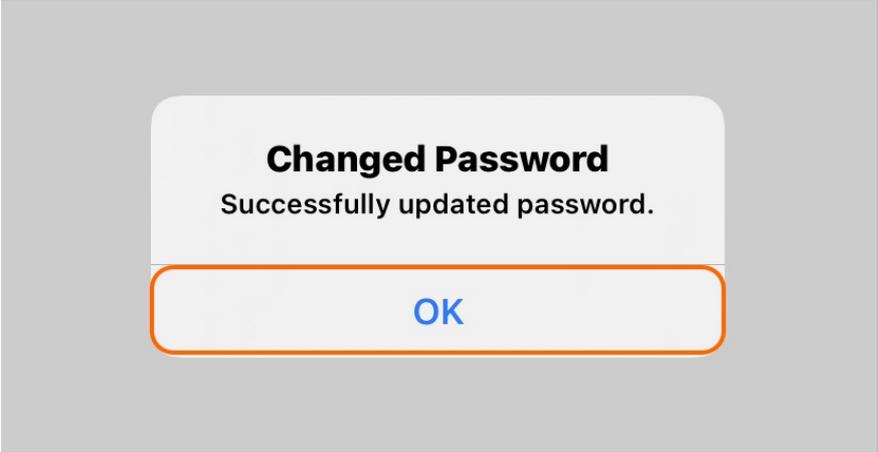
ACCOUNT SETTINGS



From here type in your current password then enter a new password, type the new password again in the **Confirm new password** field.



You should now see a popup advising your password has now been changed. An email will also be sent to the account email to advise that the password has now been changed. Tap **OK** to continue using Pod Connect.



🕒 Revision #3

★ Created Wed, Jan 19, 2022 12:54 PM by [Admin](#)

✎ Updated Fri, Feb 18, 2022 8:47 AM by [Admin](#)