

# How Do I Reset My CommPortal and Pod Connect Password?

If you have lost/forgot your CommPortal/Pod Connect password don't worry, it can be easily reset by completing following:

- Requesting a password reset has to done on the [CommPortal](#)
- At the login screen click on Reset Password

CommPortal Web

Please log in below.

Number:

Password:

[Reset Password](#)

☐ Remember me on this computer.

Login

- Enter the phone number for the account that requires the password reset. Then click on Reset Password.

Confirm your number

Confirm your number and press "Reset Password" to continue.

Number:

[Reset Password](#) [Cancel](#)

- An e-mail will now be sent to the e-mail address on the account. If you do not receive this email please contact your Service Provider. **Please check your spam/junk folders for the reset e-mail.**

Success

We have attempted to send you a password reset email to your previously configured security email address. If you do not receive this email shortly please contact your Service Provider.

[Return to Login](#)

- Once you have received the e-mail, click on the link to reset you password. Enter your new password and then confirm the new password. Click **Confirm**.



**INFO:** The minimum requirements for new passwords are as follows:  
Be between 8 and 20 characters long.  
Not have a single digit repeated more than 2 times in a row.  
Have at least 1 digit.  
Have at least 1 letter.  
Have at least 1 special character.  
Not be a numeric sequence, e.g. 12345 or 54321.  
Not contain, or match part of, a telephone number associated with this account.

## Change Password

New password:

Confirm new password:

[Confirm](#) [Cancel](#)

- Your password has now been changed. You continue using the CommPortal or login to the Pod Connect clients.

Your password has been changed successfully!

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**INFO:** If you are a Business Group Administrator and need to reset your password please use the above instructions. You will not be able to reset the password from the Business Group Administrator Portal login screen.

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