

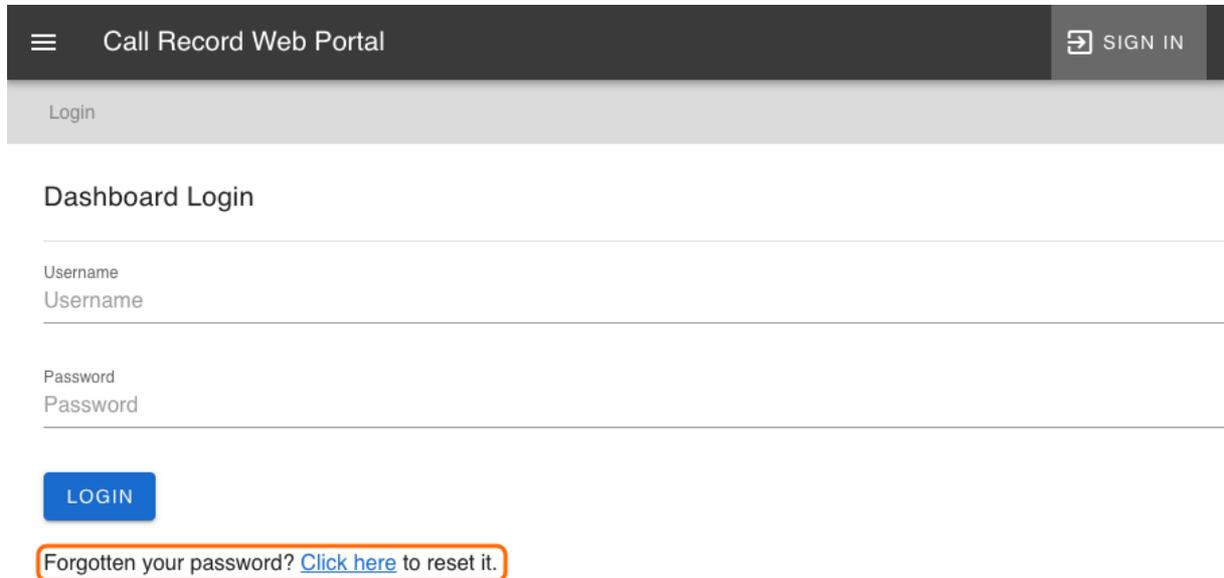
Forgot Password



INFO: If you do not know the email address or the Username that was used for the account please contact your Service Provider.

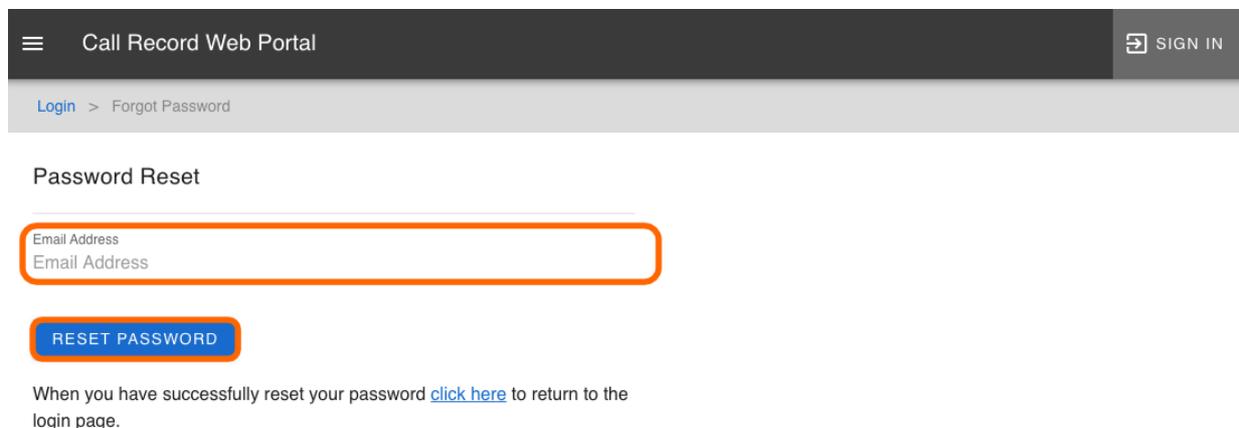
Forgot Password

From the Login page click on the forgot your password link



The screenshot shows the 'Call Record Web Portal' login page. At the top, there is a dark header with a menu icon, the text 'Call Record Web Portal', and a 'SIGN IN' button. Below the header is a light gray bar with the word 'Login'. The main content area is titled 'Dashboard Login' and contains two input fields: 'Username' and 'Password'. Below these fields is a blue 'LOGIN' button. At the bottom of the form, there is a link: 'Forgotten your password? [Click here](#) to reset it.'

Enter your email address for the account, and click on Submit



The screenshot shows the 'Call Record Web Portal' password reset page. The header is similar to the login page but includes a breadcrumb trail: 'Login > Forgot Password'. The main content area is titled 'Password Reset' and features a single input field labeled 'Email Address'. Below the input field is a blue 'RESET PASSWORD' button. At the bottom, there is a note: 'When you have successfully reset your password [click here](#) to return to the login page.'

If the email address you have entered is correct you will receive email contain a new password. Please check your Spam/Junk folders.



INFO: When the password is reset, It is recommended that you change your password once you have logged in.

Changing Your Password

Once you have logged back in, from the Menu click on **Configuration** and then **Manage Account**

Call Record Web Portal SIGN OUT

Dashboard > Configuration Dashboard

Welcome Henry Jackson

- Dashboard
- Recordings
- Analytics
- Personnel
- Reports
- Payment & Billing
- Configuration**
- My Account
- Access Tokens
- Customer Settings

Configuration Dashboard

Here you can manage the account configuration for both the personal account you use to access our service and given the correct permissions your organisations account settings.

My Account

Keep your personal account information such as your username and email address up to date. You can also reset your password here.

MANAGE ACCOUNT

Customer Settings

Update your customer account settings here to inform us of any changes to your organisation, this way we can ensure we provide the best experience.

MANAGE CUSTOMER

API Access

Login to the Call Record Web Service to configure developer API keys, allowing you to integrate your third party applications with the Call Record experience.

MANAGE API ACCESS

From here type in a new password and confirm the new password. Now click on **Save Changes**

Call Record Web Portal SIGN OUT

Dashboard > Configuration > Edit Account

Welcome Henry Jackson

- Dashboard
- Recordings
- Analytics
- Personnel
- Reports
- Payment & Billing
- Configuration
- My Account**
- Access Tokens
- Customer Settings

Edit Account

Name (required)
Henry Jackson

Email Address (required)
henry@myemail.com

Username (required)
henryj

Password
Enter new password

Password Confirmation
Confirm new password

SAVE CHANGES

Your password has now been changed. Click on sign out and then sign in with your new password.

Revision #1

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