


# 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



Call Record Web Portal

 SIGN IN

Login

Dashboard Login

Username

Username


Password

Password


LOGIN

Forgotten your password? [Click here](#) to reset it.

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



Call Record Web Portal

 SIGN IN

[Login](#) > Forgot Password

Password Reset

Email Address

Email Address

RESET PASSWORD

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

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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.

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