

Resetting a Forgotten Password

We all forget our passwords sometimes, but it's easy to reset if you do. Follow the tutorial below to reset your forgotten password.

Changing Your Password (Forgot Password)

1. If you've forgotten your password, start by visiting Enseva Support and click the Forgot Password link.



ManageEngine
ServiceDesk Plus MSP

Username

Password

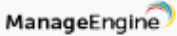
Login

☐ Keep me signed in

[Forgot Password?](#)

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2. On the Forgot Password screen, enter your Login/User Name and choose Not in Domain in the For Domain field. Then click Send Email.

**ServiceDesk Plus MSP**

Forgot Password?

Please enter the Login Name and Domain Name used to login to the account. A link to reset your password will be sent to your primary e-mail ID. Password can be reset only for local Authentication.

* Login Name

* For Domain

-- Choose --

-- Choose --

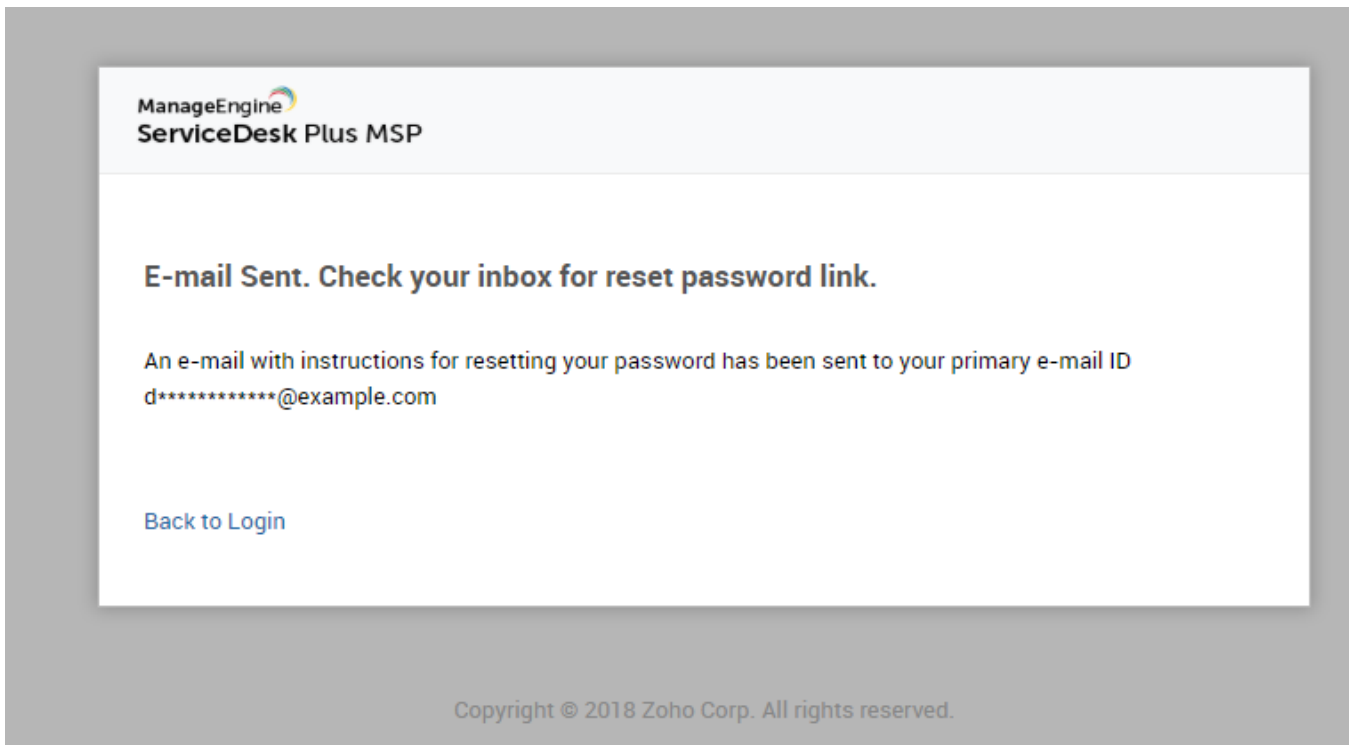
Not in Domain

Send E-mail

Back to Login

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3. You'll receive a confirmation that an email will be sent to the address on file and that you will need to open this email to continue the password reset process.



4. Open this email and click the link provided.

Reply Reply All Forward IM



Tue 5/8/2018 5:56 PM

Support

Password Reset Assistance

To: User Name

Dear User Name,

To reset the password for the user associated with this e-mail id, click the link below:

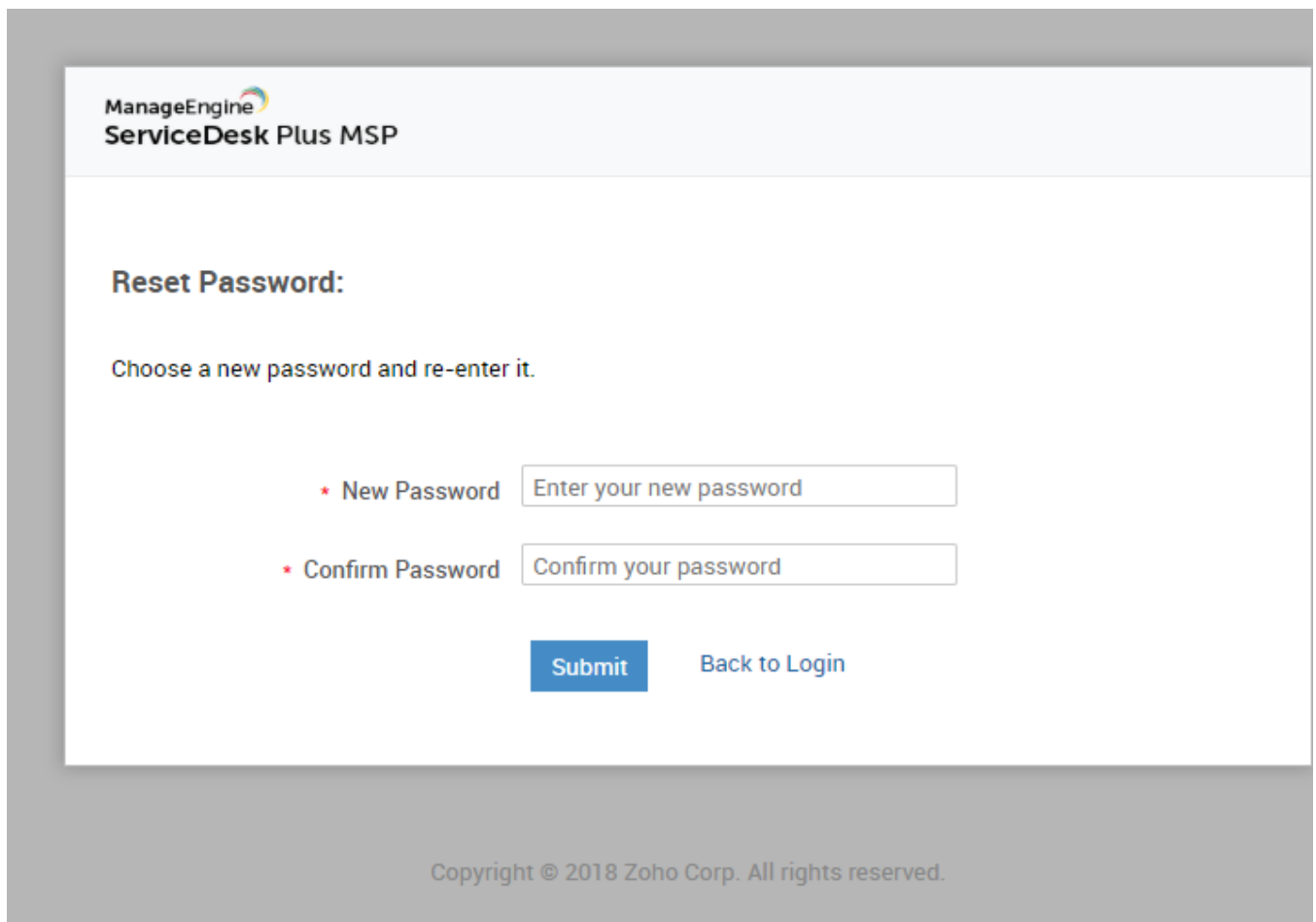
<https://support.enseva.com/ResetPassword.sdm?uid=c91e1507-11b3-4ce6-1234-ac56174f00a0>

Note:The link will expire in 30 minutes from the time of receiving this mail.

Thanks and Regards,
IT Admin

NOTICE: This message is covered by the Electronic Communications Privacy Act, Title 18, United States Code, Sections 2510-2521. This e-mail and any attached files are the exclusive property of Enseva LLC, are deemed privileged and confidential, and are intended solely for the use of the individual(s) or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or believe that you have received this message in error, please delete this e-mail and any attachments and notify the sender immediately. Any other use, re-creation, dissemination, forwarding or copying of this e-mail is strictly prohibited and may be unlawful.

5. You will be taken to a page where you can now set a new password. Enter the new password, then repeat it in the next field to confirm. Click Submit.



The screenshot shows the 'Reset Password' page of the ManageEngine ServiceDesk Plus MSP. The page has a light gray header with the ManageEngine logo and 'ServiceDesk Plus MSP'. Below the header, the title 'Reset Password:' is displayed. A instruction 'Choose a new password and re-enter it.' is shown. There are two input fields: 'New Password' with the placeholder 'Enter your new password' and 'Confirm Password' with the placeholder 'Confirm your password'. Both fields are preceded by a red asterisk. Below the fields are two buttons: a blue 'Submit' button and a blue 'Back to Login' link. At the bottom of the page, a copyright notice reads 'Copyright © 2018 Zoho Corp. All rights reserved.'

6. You'll receive confirmation that you've reset your password. You should now be able to return to the Enseva Support page at <https://support.enseva.com> and login with your new password.

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