
Subject: I can't change my password
Posted by [openbaffled](#) on Sat, 05 Dec 2020 00:37:03 GMT
[View Forum Message](#) <> [Reply to Message](#)

HELP

I went to my account and put in a new password (11 characters long) and pressed update and when I try to log in with the new password it won't let me in. If I put in my old password, it logs me in. I've tried this multiple times.

I went to the help section and it has a link to "reset password page", but it just takes me to the main page with all the forums.

I know that this is not audio related, but I've been trying everything I can think of and don't know how to get to the admin for help. I've wasted an hour on this.

Any help would be appreciated.

Subject: Re: I can't change my password
Posted by [admin](#) on Sat, 05 Dec 2020 16:30:39 GMT
[View Forum Message](#) <> [Reply to Message](#)

Since you can still login, you might try using a different browser to change your password. Maybe try a different password. Or clear out your cache and then try changing it.

When people forget their password, we can reset it. We have to do that from time to time, and we can do that for you now. But then you would still need to login with the newly assigned temporary password and change it to something more secure. Since you can already login, that won't help you. So try to clear your browser cache or use a different browser and see if that doesn't solve the problem. Please let us know.

Subject: Re: I can't change my password
Posted by [openbaffled](#) on Wed, 16 Dec 2020 15:54:54 GMT
[View Forum Message](#) <> [Reply to Message](#)

I've tried everything you mentioned. Please reset my password. Thanks.

Subject: Re: I can't change my password
Posted by [admin](#) on Wed, 16 Dec 2020 18:52:00 GMT

[View Forum Message](#) <> [Reply to Message](#)

Your password has been reset. Please check your Gmail account for details.
