

Password reset process



1 Reset process

If you don't remember your password click on **"Forgot your password"** and follow the reset process

Fill in "Login or email" field, and click on **"Send me reset password instructions"**.

Check your email box, and click on the link included in our email.

Fill the fields **"Password"** and **"Confirm password"** with your new password.

- Your password **must contain 10 characters with at least 1 number, 1 lowercase letter, 2 different uppercase letters, and 1 special characters.**
- Your password confirmation **must be the same as the first password entered in the previous field.**

Make sure your new password is different from the last 3 ones recorded.

Once your new password is entered in the 2 fields, click on **"Change"**.

2 Congratulations!

You have successfully changed your password, and you can access again to our platform here:
https://main.trafficfactory.biz/users/sign_in

If your account has not yet been approved and activated, please follow our procedure below:

HOW TO ACTIVATE MY ACCOUNT

Your account is waiting for approval.