

## Password Reset FAQ

Your Pipeline password is yours to manage. Change it from *My Info* when you know your current one. Reset it from the login page when you don't. Here's what readers ask most often.

### How do I reset my forgotten password?

Go to the *Pipeline Login* page, click [Forgot your password?], enter your Pipeline login email address, and click [Send Reset Email]. The link arrives within about 15 minutes. Click it, set a new password, and sign in.

### Can support tell me what my password is?

No. Passwords are stored securely and can't be looked up or read back by anyone, including support. Forgotten yours? Reset it from the login page.

### What does my new password need to look like?

At least 8 characters. No common words like "password," "paperless," or "pipeline." That's it. Pipeline follows NIST guidelines, which favor length over forced symbol-and-number complexity — a long passphrase you can remember is more secure than a short password with required mixes.

### How do I reset a user's password as an admin?

From *Manage Users*, click the gear icon next to the user's name and pick [Reset Password]. Pipeline emails them a reset link they click to set a new password. If you get a "D'oh!" error, the user's profile is inactive. Activate it first, then retry.

### Is there a way to reset all my users' passwords at once?

No bulk-reset option. Admins send reset emails one user at a time from *Manage Users* — about five minutes for ~120 users. Doing this after a security event? See the *Reset every user's password after a security event* use case for a checklist.

### Why does the reset email never arrive?

Almost always one of four things: it landed in spam, the address you typed has a typo, the address is on Pipeline's suppression list from a past message being marked as spam, or you used a forwarding address that isn't your actual Pipeline login email. Walk those in order — most resets show up within 15 minutes.

### I reset my password but I'm still getting "incorrect email or password" — why?

Usually one of two things. First, browser autofill: an extension or saved-password manager replaced your new password with the old one before you submitted. Try signing in via incognito or after clearing the saved entry. Second, the wrong email: you reset the password on a different Pipeline profile (a deactivated one, or one tied to a forwarding address). Confirm with your admin that you're using the

exact login email on your active profile.