

## Why doesn't the Change Password button work on the reset page?

You opened the reset link, typed your new password — and clicking [Change Password] does nothing. Almost always a browser issue. Almost always fixable in a minute.

### Reason

The reset page relies on browser features that occasionally get stuck behind an outdated build, cached scripts, or extensions that interfere with form submission. The form itself is fine. The environment around it isn't.

### Solution

Try these in order:

- **Do a hard refresh** on the reset page. **Windows:** Ctrl + Shift + R. **Mac:** Cmd + Shift + R.
- **Update your browser** to the latest version. Chrome, Edge, Firefox, and Safari all auto-update — if yours hasn't recently, force the update.
- **Open the reset link in a different browser.** Edge, Firefox, or Chrome — whichever one you aren't using.
- **Disable browser extensions temporarily.** Form-fill extensions, password managers, and privacy plug-ins occasionally block the submit.

If you click the button and the page changes to a *"link expired"* message instead of doing nothing, the reset link has timed out. Go back to the login page, request a fresh reset, and click the new link as soon as it arrives.