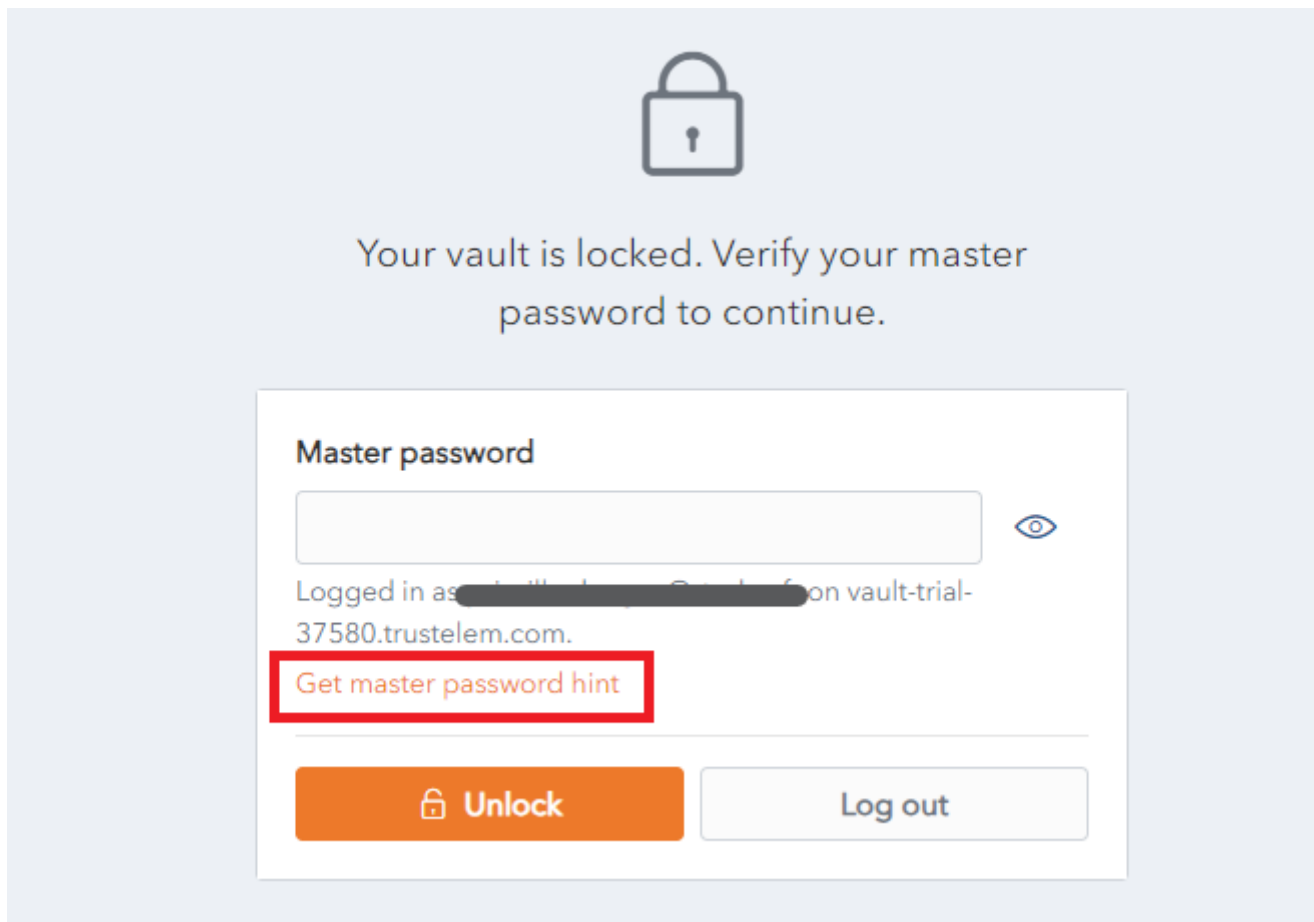


# Get Master Password Hint

Follow the instructions below to request the password hint that you created when you first set up your Master Password (2nd level authentication).

From the WALLIX Vault Login Screen or Lock Screen, click the **Get master password hint** link.



The screenshot shows a lock screen with a padlock icon at the top. Below it, the text reads: "Your vault is locked. Verify your master password to continue." In the center is a white box containing a "Master password" label and a text input field. To the right of the input field is an eye icon. Below the input field, it says "Logged in as [redacted] on vault-trial-37580.trustelem.com." The link "Get master password hint" is highlighted with a red rectangle. At the bottom of the white box are two buttons: an orange "Unlock" button with a padlock icon and a grey "Log out" button.

The Password hint screen is open.

Enter your **Email Address** and click **Submit**.

## Password hint

### Email address

Enter your account email address to receive your master password hint.

Submit

Cancel

An **email** is sent to that email address containing the **Master Password Hint** associated with that email address.

Revision #11

Created 21 November 2023 13:27:22 by WALLIX Admin

Updated 6 January 2025 19:29:29 by WALLIX Admin