

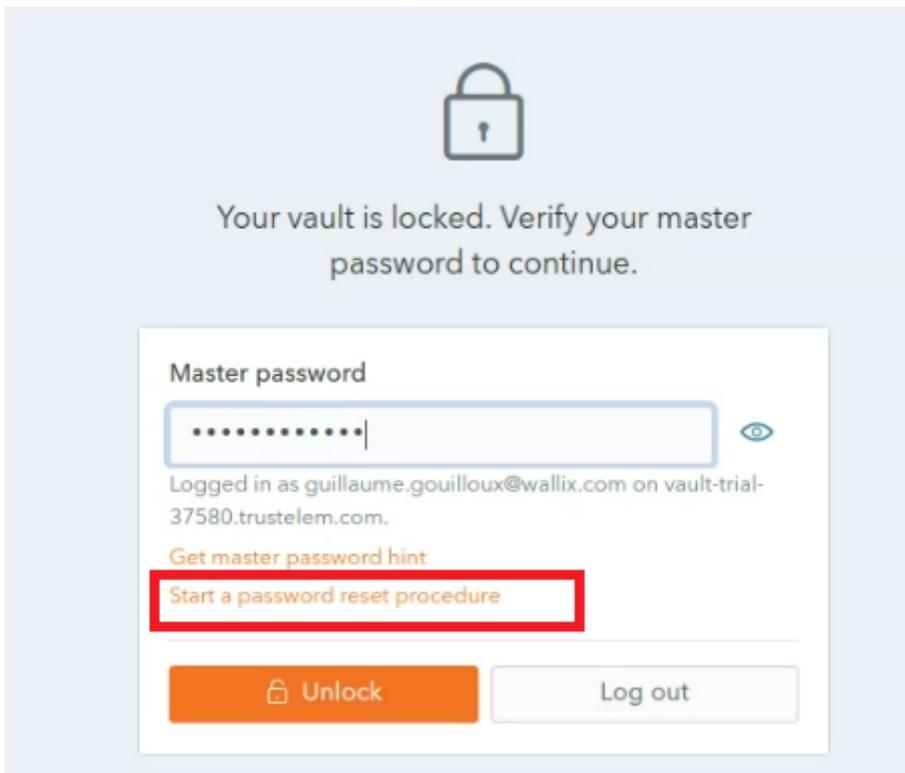
# Reset Master Password

For users who have this option, the link to **Start a password reset procedure** appears on the WALLIX Vault Login and Unlock pages. The Vault Administrator gives users access to this option.

Please **contact your Vault Administrator** if you do not have this option and require it.

## Create a Password Reset Request

From the **Vault Login or Unlock page**, click on the **Start a password reset procedure link**.



The screenshot shows a vault unlock interface. At the top, there is a lock icon and the text: "Your vault is locked. Verify your master password to continue." Below this is a "Master password" input field with a masked password "....." and a visibility toggle icon. Underneath the input field, it says "Logged in as guillaume.gouilloux@wallix.com on vault-trial-37580.trustelem.com." There are two links: "Get master password hint" and "Start a password reset procedure", with the latter highlighted by a red rectangle. At the bottom, there are two buttons: "Unlock" (orange) and "Log out" (grey).

The following screen is displayed.

Your password will be reset after validation by an administrator.

Create your reset code

Enter a code that you will be asked for when creating your new password. Don't forget it!

You will receive an email when your request has been validated.

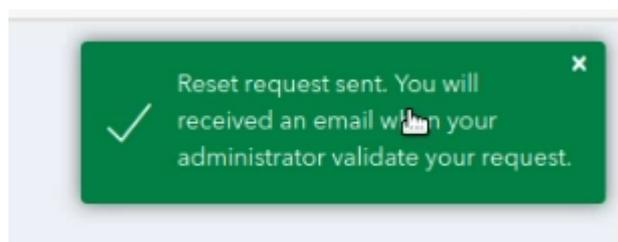
**Submit** Cancel

**Choose** and enter a **reset code** in the **Create your reset code field**.

It is important to remember the reset code you choose, as you need it to complete the password reset procedure.

Click **Submit** button. A **confirmation message is displayed**. An information email is sent to the user and a notification email is sent to Vault Administrators.

Your **Password Reset Request** is **sent** and **needs** to be **validated** by the **Vault Administrator**.



## Create a New Password

Once the Vault Administrator validates your **Password Reset Request**, you receive an e-mail containing a reset link.

**Click** the **Reset Password link**.

The **Reset your master password screen** is displayed.

## Reset your master password

Enter your reset code

**WARNING**  
Proceeding will log you out of your current session, requiring you to log back in. Active sessions on other devices may continue to remain active for up to one hour.

New master password

Confirm new master password

Important: Your master password cannot be recovered if you forget it! 12 character minimum

Check known data breaches for this password

Also rotate my account's encryption key

Master password hint

[Change master password](#) [Log out](#)

In the **Enter your reset code** field, enter the reset code created during the Create a Password Reset Request procedure.

In the **New master password** field, choose and enter a new master password.

In the **Confirm new master password** field, re-enter the new master password chosen.

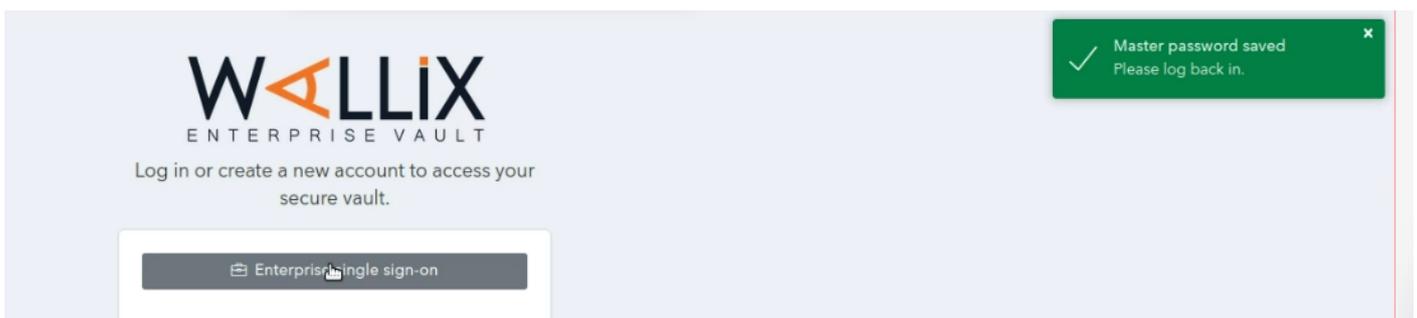
In the Master password hint field, enter the Master Password Hint that you created when you created your Account.

The **Check known data breaches for this password** checkbox is checked by default. This can be unchecked if you do not wish to check for known data breaches related to your new chosen password.

The **Also rotate my account's encryption key** checkbox is unchecked by default. This can be unchecked if you wish to rotate your account's encryption key.

Click **Change master password** to reset your master password. This disconnects you from your current session on all devices, and you must log in again with your new master password.

The following screen is displayed showing a **Master Password reset confirmation** message.



Alternatively, click **Log out** to cancel the operation.

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