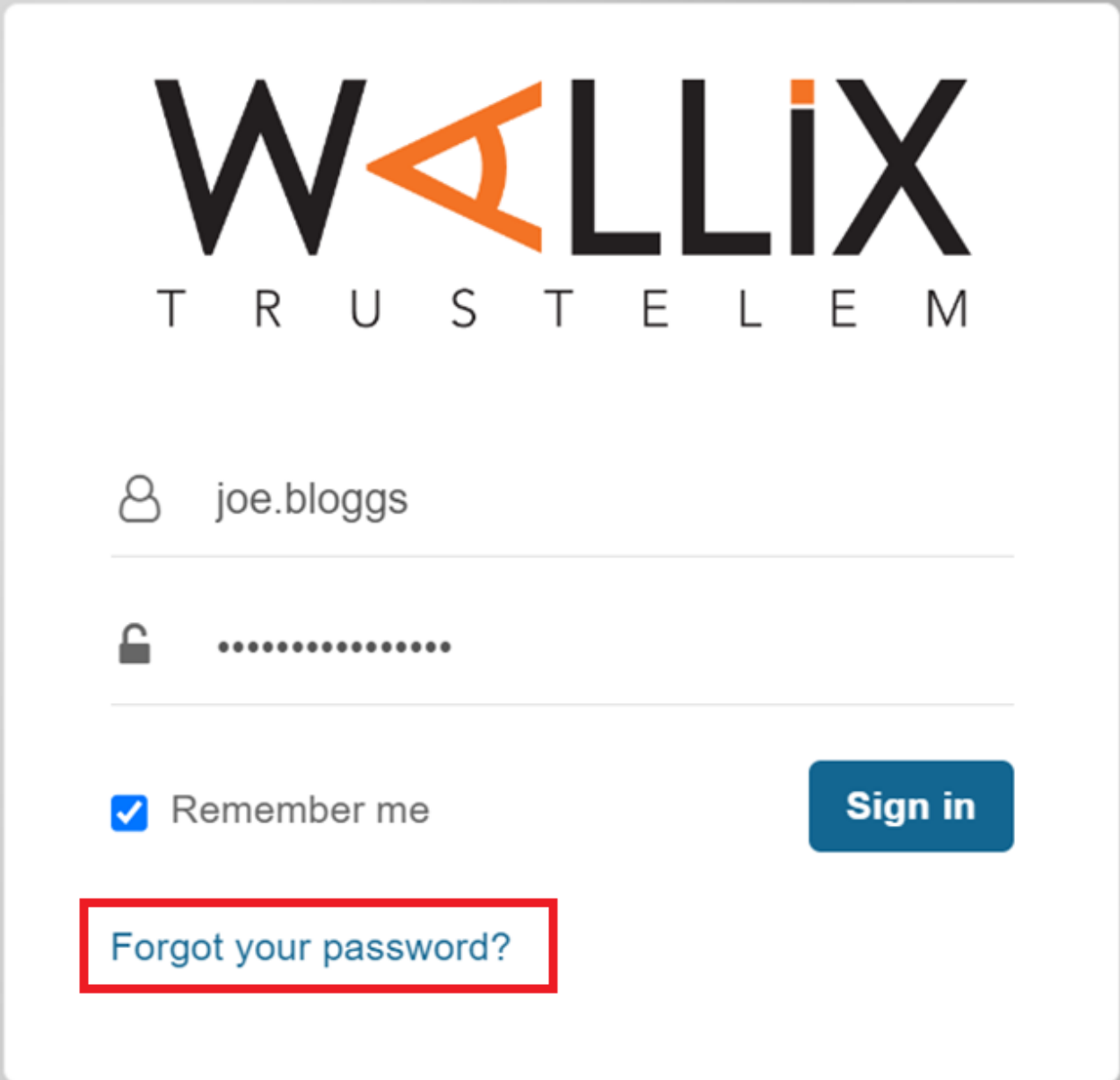


# Reset Trustelem Password

## Request Password Reset


Follow the instructions to reset your password for WALLIX Portal (1st level authentication).


Click the **Forgot your password ?** link to **Request a Password Reset**.



The image shows a login form for WALLIX TRUSTELEM. At the top is the logo, which consists of the word 'WALLIX' in a bold, black, sans-serif font, with a stylized orange triangle between the 'A' and 'L'. Below 'WALLIX' is the word 'TRUSTELEM' in a smaller, black, sans-serif font, with wide letter spacing. Below the logo are two input fields. The first field has a user icon on the left and the text 'joe.bloggs'. The second field has a lock icon on the left and a series of dots representing a password. Below these fields is a checkbox with a blue checkmark and the text 'Remember me'. To the right of the checkbox is a blue button with the text 'Sign in'. At the bottom left, there is a link that says 'Forgot your password?'. This link is highlighted with a red rectangular border.

WALLIX  
T R U S T E L E M

 joe.bloggs

 .....

☒ Remember me

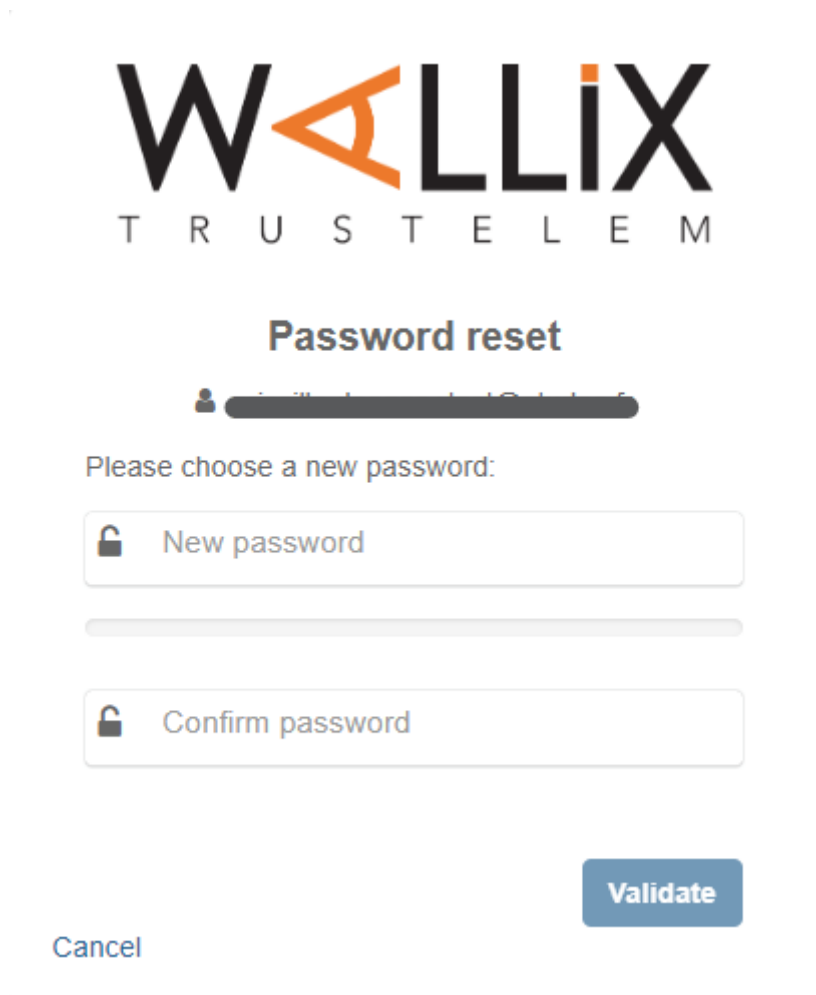
[Forgot your password?](#)

**Sign in**

This **sends an email** to the WALLIX Enterprise Vault **Administrator** who sends a **Recovery Password email**.

## Reset Password from Email Link

Click on the **Reset Password** link in the **Recovery Email** received from **TRUSTELEM**. The following screen is displayed.



The screenshot shows the WALLIX TRUSTELEM logo at the top. Below it, the text "Password reset" is displayed. A user icon and a redacted email address are shown. The instruction "Please choose a new password:" is followed by two input fields: "New password" and "Confirm password", both with lock icons. A "Validate" button is at the bottom right, and a "Cancel" link is at the bottom left.

**Choose** a new password for WALLIX Enterprise Vault and enter it in the **New Password** field.

Re-enter the new password in the **Confirm Password** field.

Click the **Validate** button to save the new password.

Alternatively, click the **Cancel** button to cancel the operation.