

How to Retrieve a Forgotten Password in the CardByte Mobile App

If you've forgotten your password while trying to log in, on the mobile app, follow these simple steps to reset it:

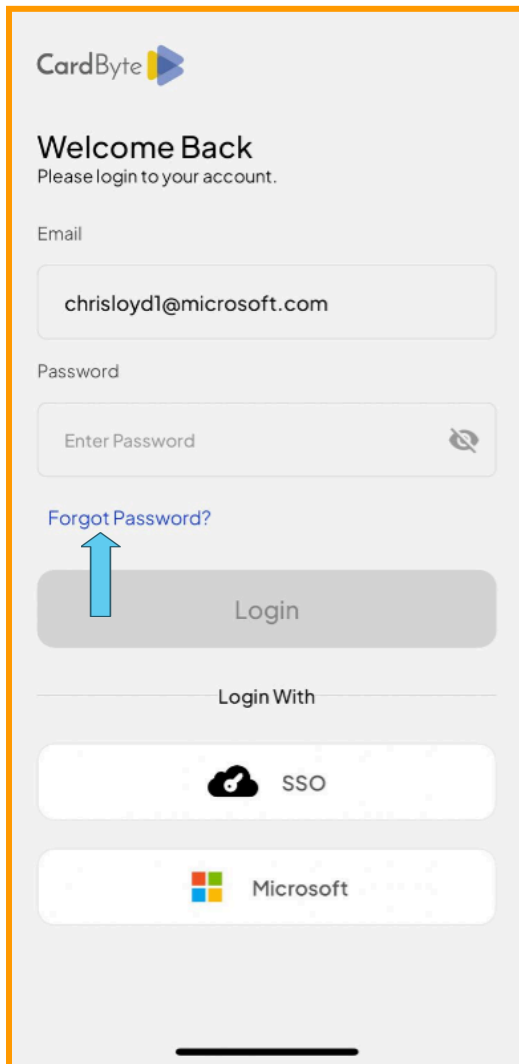
For Android App, click on the link below:

<https://play.google.com/store/apps/details?id=ai.cardbyte.enterprise>

For Apple users, click on the link below:

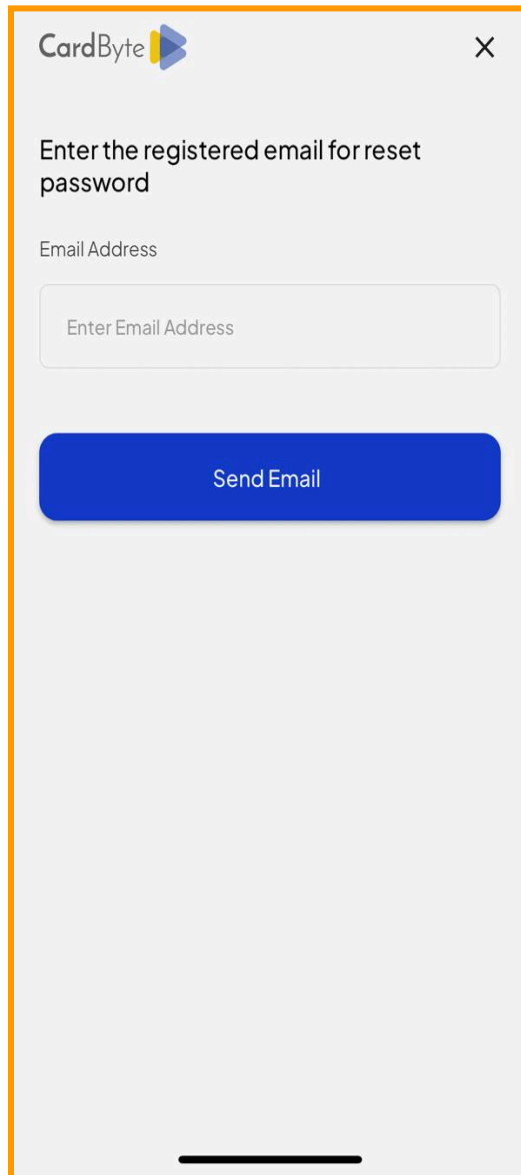
<https://apps.apple.com/in/app/cardbyte-enterprise/id1670373750>

- Click "**Forgot Password**" located below the password field on the login screen.



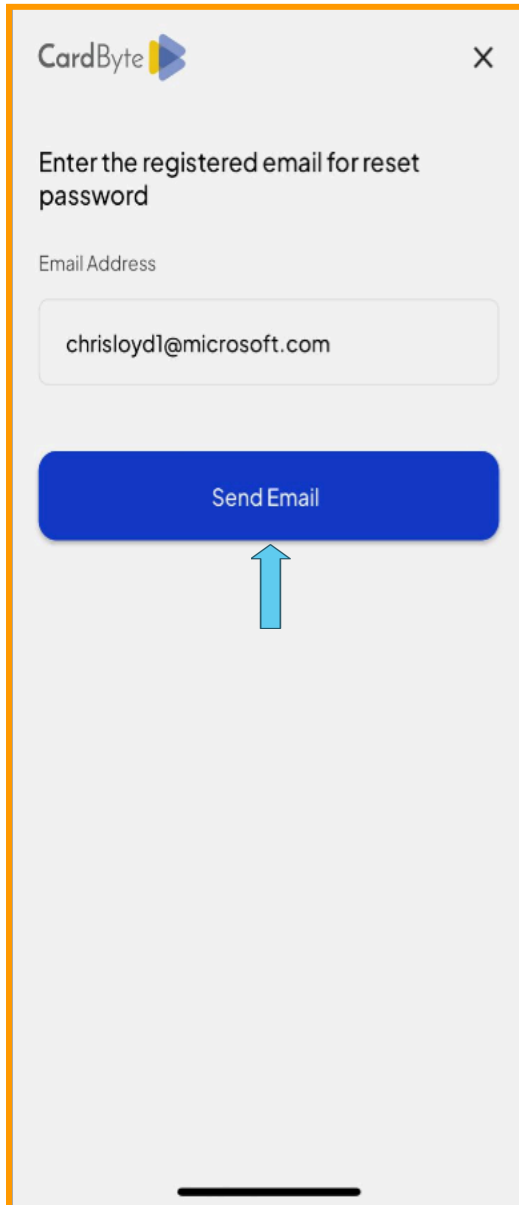
The image shows a mobile login screen for CardByte. At the top is the CardByte logo. Below it is the heading "Welcome Back" and the instruction "Please login to your account." There are two input fields: "Email" containing "chrisloyd1@microsoft.com" and "Password" containing "Enter Password" with a toggle icon. Below the password field is a blue link "Forgot Password?". A blue arrow points upwards to this link. Below the link is a grey "Login" button. Further down is a "Login With" section with two options: "SSO" with a cloud icon and "Microsoft" with the Microsoft logo. The entire screen is framed by an orange border.

- You will be redirected to the password recovery page.



The image shows a mobile application interface for password recovery. At the top, there is a header bar with the 'CardByte' logo on the left and a close button (an 'X' icon) on the right. Below the header, the text 'Enter the registered email for reset password' is displayed. Underneath this text, the label 'Email Address' is shown. A text input field follows, containing the placeholder text 'Enter Email Address'. Below the input field is a prominent blue button with the text 'Send Email'. The entire form is enclosed in a light gray container with a thin orange border. At the very bottom of the screen, there is a black horizontal line, likely representing the mobile home indicator bar.

- Type in your registered email ID.
- Click **Send Email** to receive a password reset link.

A screenshot of a mobile application interface for CardByte. The app has a light gray background and is enclosed in an orange border. At the top left is the CardByte logo, and at the top right is a close button (X). The main text reads "Enter the registered email for reset password". Below this is a label "Email Address" and a text input field containing "chrisloyd1@microsoft.com". A blue button labeled "Send Email" is positioned below the input field. A light blue arrow points upwards from the bottom center of the screen towards the "Send Email" button. A black horizontal bar is visible at the very bottom of the screen, representing the mobile home indicator.

CardByte

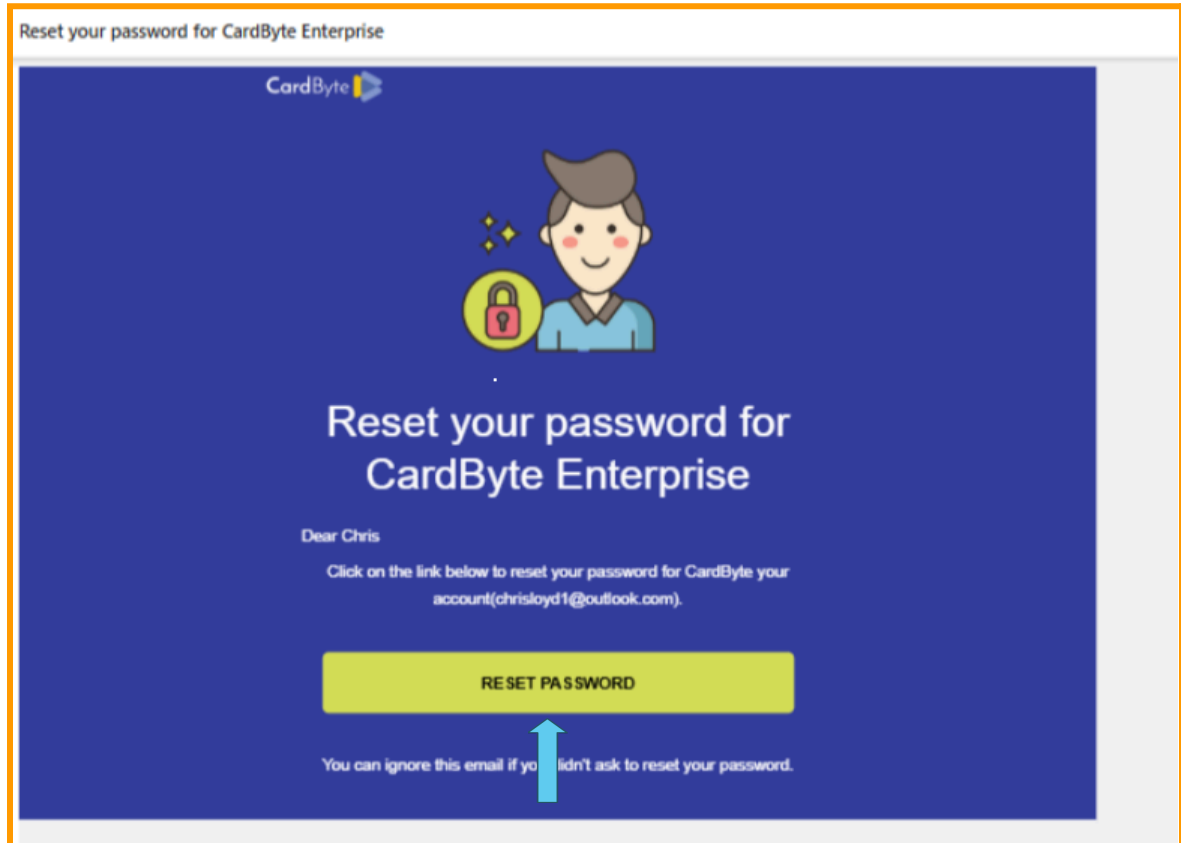
Enter the registered email for reset password

Email Address

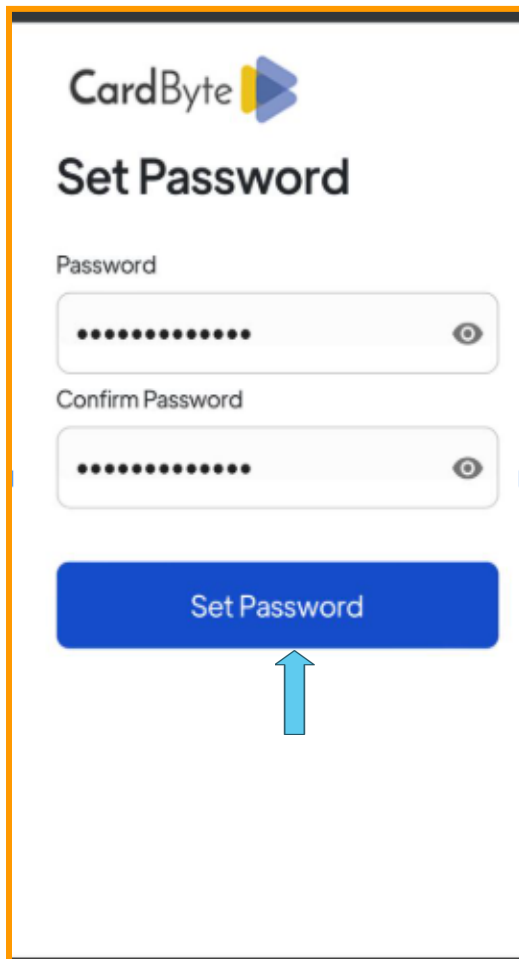
chrisloyd1@microsoft.com

Send Email

- You will receive an email from CardByte (no-reply@cardbyte.ai) to reset your password.
- Open the email and click on the Reset Password button.



- You will be redirected to the CardByte password reset page.
- Enter the new password and confirm it.
- Your password must contain:
 - *At least 8 characters*
 - *Uppercase and lowercase letters*
 - *At least one number*
 - *At least one special character (@, #, \$, etc.)*



The image shows a mobile app interface for setting a password. At the top is the CardByte logo, which consists of the text 'CardByte' followed by a blue play button icon. Below the logo is the title 'Set Password'. There are two input fields: 'Password' and 'Confirm Password'. Both fields contain ten black dots, indicating masked text. To the right of each field is an eye icon for toggling visibility. Below the input fields is a large blue button with the text 'Set Password'. A light blue arrow points upwards from the bottom center of the screen towards the 'Set Password' button.

- Return to the CardByte login page.
- Enter your registered email ID and new password.
- Click Login to access your account successfully.

