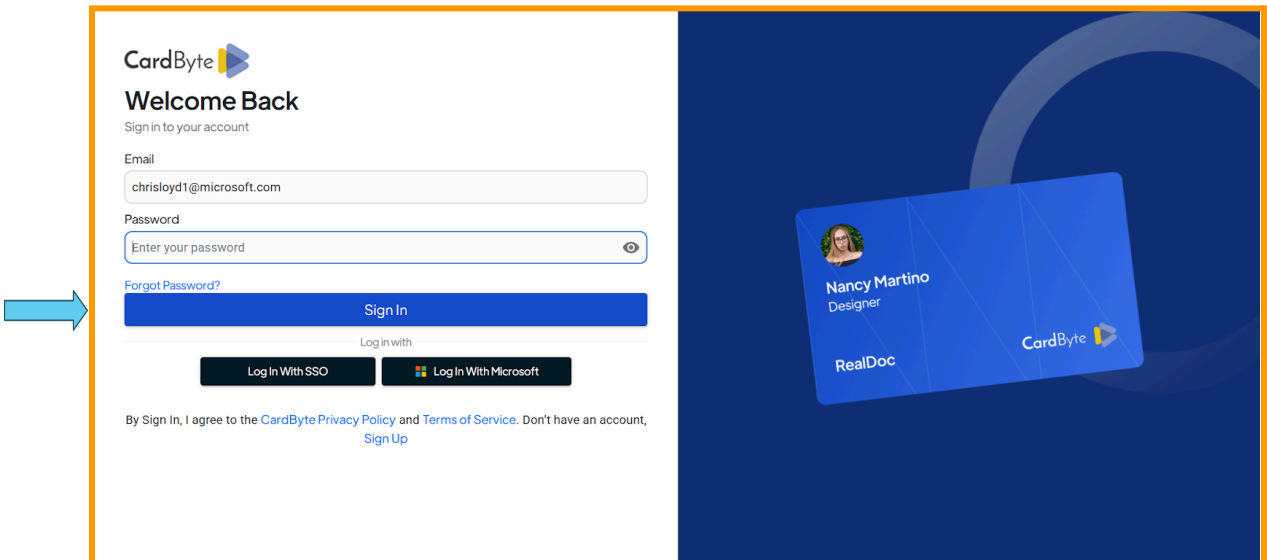


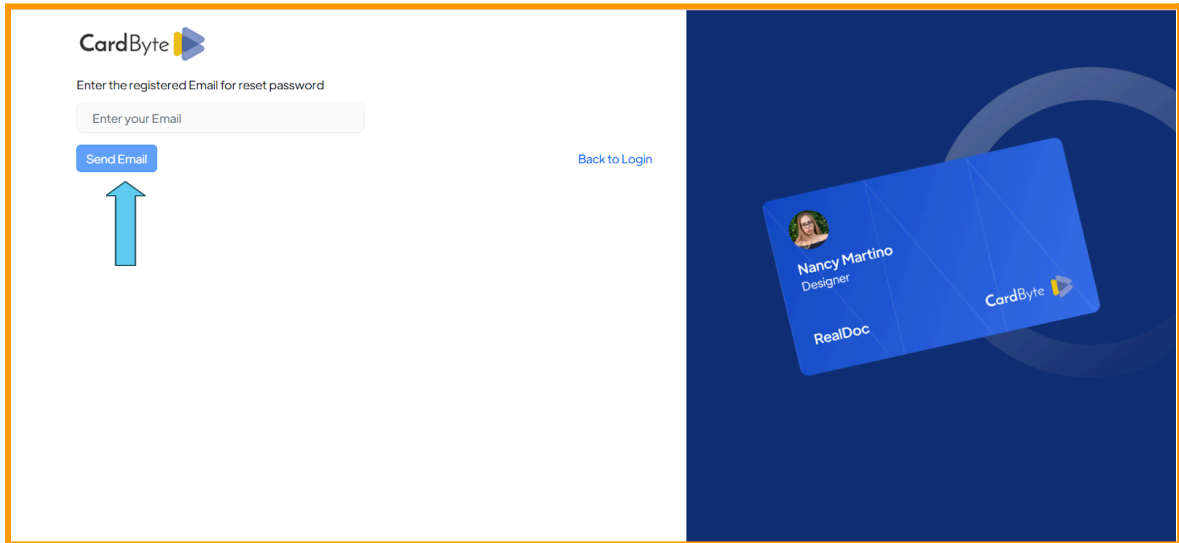
# How to Retrieve a Forgotten Password in the CardByte Web App

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

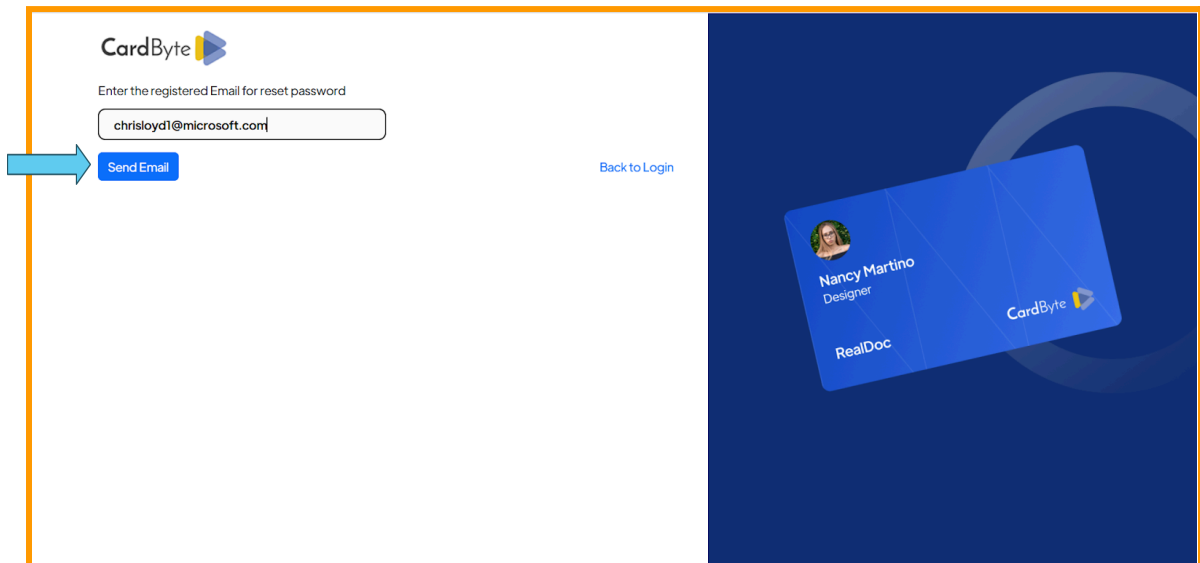
- <https://enterprise.cardbyte.ai/login>
- Click on Forgot Password, located below the password field on the login page.



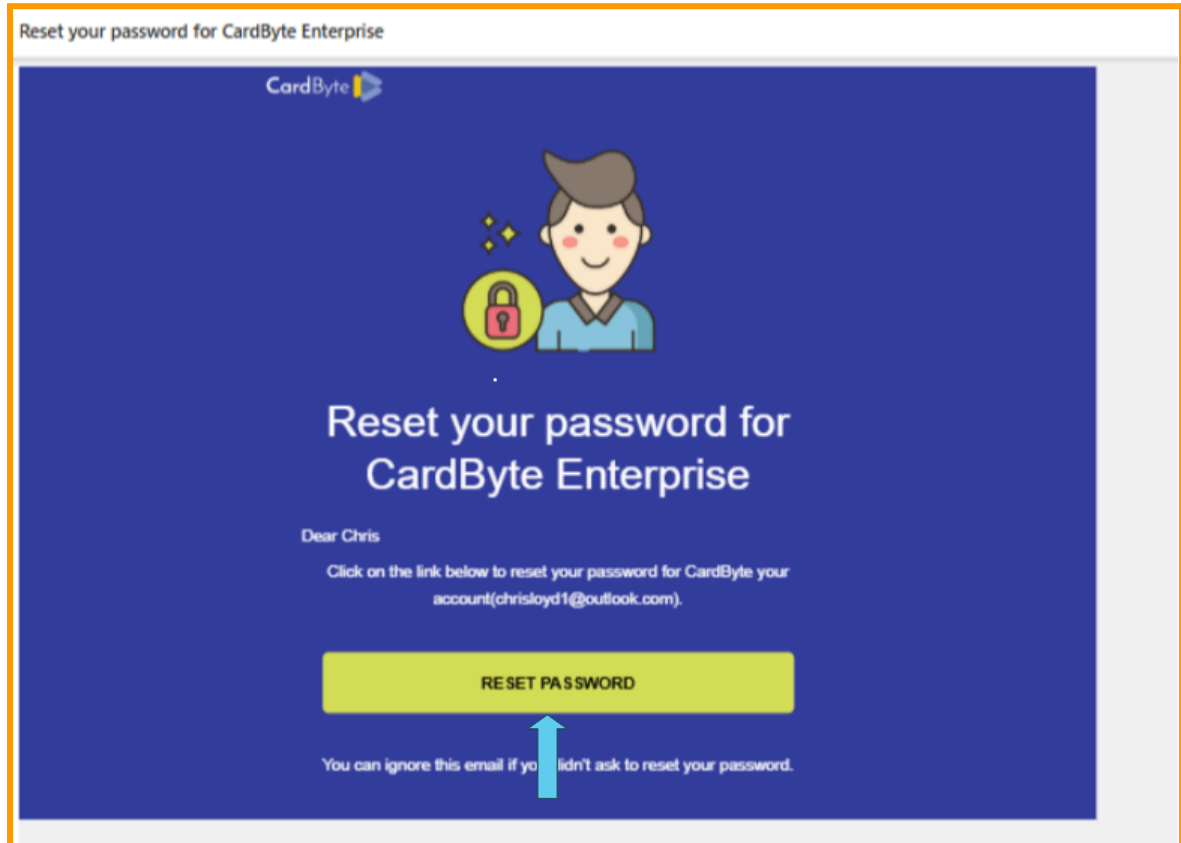
- You will be redirected to the password recovery page.



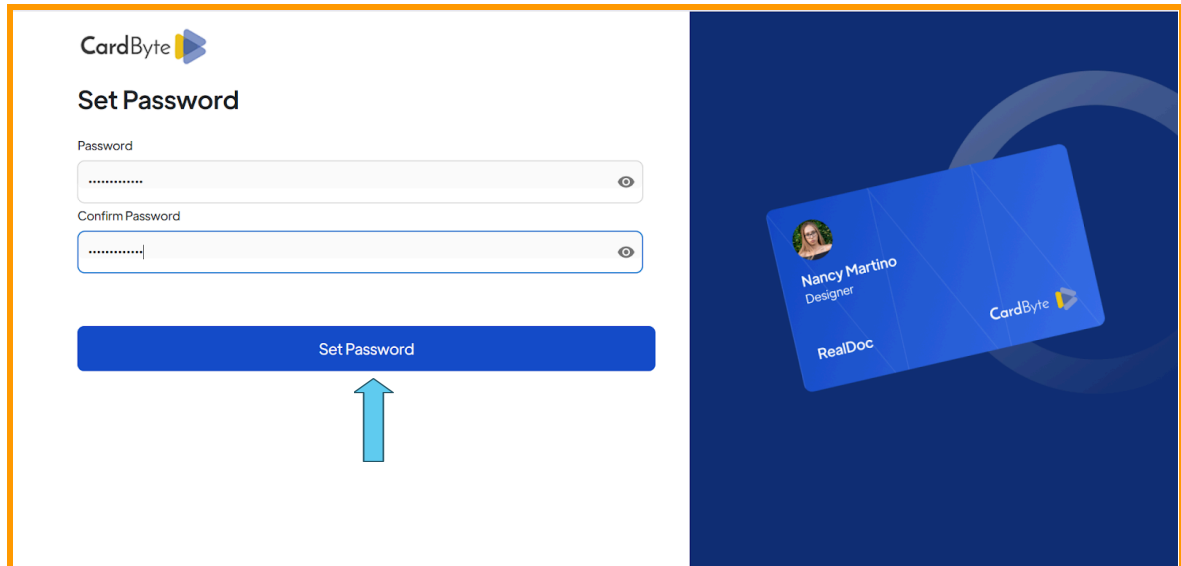
- Type in your registered email ID.
- Click Send Email to receive a password reset link.



- You will receive an email from CardByte ([no-reply@cardbyte.ai](mailto: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 a 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 the CardByte 'Set Password' form. It features the CardByte logo at the top left. Below the logo is the title 'Set Password'. There are two input fields: 'Password' and 'Confirm Password', both with masked characters and toggle icons. A blue 'Set Password' button is centered below the fields. A light blue arrow points upwards to the button. The right side of the form has a dark blue background with a graphic of a blue ID card for Nancy Martino, Designer, with the CardByte and RealDoc logos.

CardByte

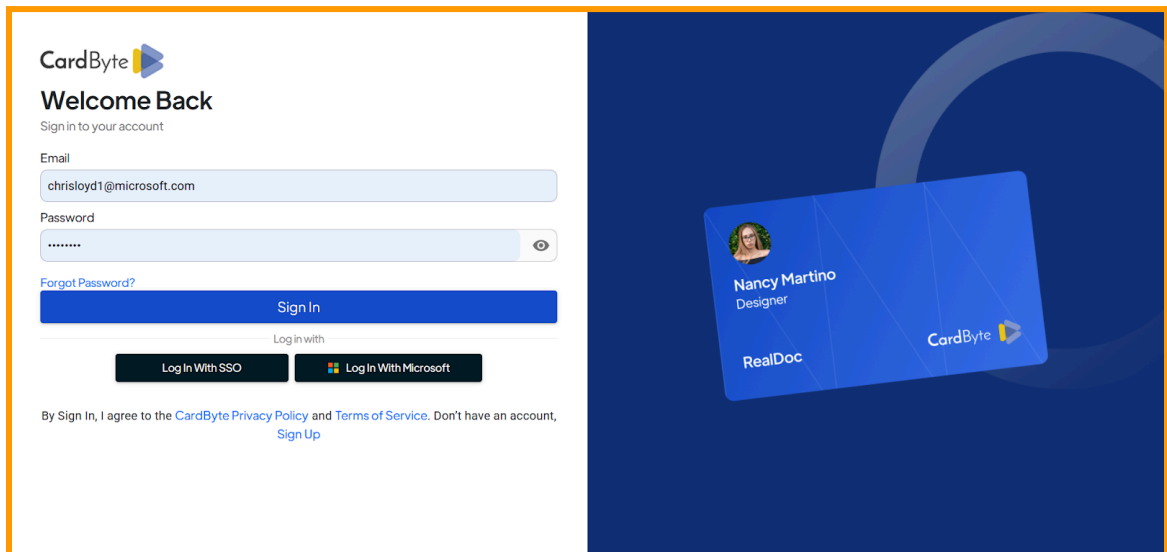
## Set Password

Password

Confirm Password

Set Password

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



The image shows the CardByte 'Welcome Back' login form. It features the CardByte logo at the top left. Below the logo is the title 'Welcome Back' and the subtitle 'Sign in to your account'. There are two input fields: 'Email' (containing 'chrisloyd1@microsoft.com') and 'Password' (masked). A 'Forgot Password?' link is to the left of the 'Sign In' button. The 'Sign In' button is blue. Below it is a 'Log in with' section with two buttons: 'Log In With SSO' and 'Log In With Microsoft'. At the bottom, there is a disclaimer: 'By Sign In, I agree to the CardByte Privacy Policy and Terms of Service. Don't have an account, Sign Up'. The right side of the form has a dark blue background with a graphic of a blue ID card for Nancy Martino, Designer, with the CardByte and RealDoc logos.

CardByte

## Welcome Back

Sign in to your account

Email

chrisloyd1@microsoft.com

Password

Forgot Password?

Sign In

Log in with

Log In With SSO

Log In With Microsoft

By Sign In, I agree to the [CardByte Privacy Policy](#) and [Terms of Service](#). Don't have an account, [Sign Up](#)