

# Change a password

Updating user passwords for website and app users helps keep the system secure.

**Note:** The new password cannot be the same as the previous password. The new password must be at least 7 characters, including at least one letter and one number.

## To change a password using the website:

1. Log into the website.
2. Click **Settings**.
3. Click **Login Information**.
4. Click **Password**.
5. In the *Current Password* field, enter the current password.
6. In the *New Password* field, enter the new password.
7. In the *Verify Password* field, enter the new password again.
8. Click to select **Log out all devices** if it is desired to log out all devices that are using the current password.
  - This option is useful when a password change is performed because of a device change or a lost/compromised device.
9. Click **Save**.

## To change a password using the app:

1. Log into the app.
2. Tap .
3. Tap **Login Information**.
4. Tap **Password**.
5. In the *Current Password* field, enter the current password.
6. In the *New Password* field, enter the new password.
7. In the *Verify Password* field, enter the new password again.
8. Tap to select **Log out all devices** if it is desired to log out all devices that are using the current password.
  - This option is useful when a password change is performed because of a device change or a lost/compromised device.
9. Tap **Save**.