

How To Reset Your WalkMe Password

Issue

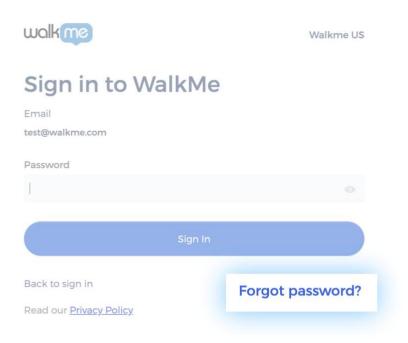
How do I reset my WalkMe login credentials?

Solution

Your help center credentials are the same as your WalkMe Editor credentials. In order to reset your help center password, you must reset your Editor password.

To reset your WalkMe Editor password, follow these steps:

- 1. Navigate to https://auth.walkme.com/
 - EU data center: https://eu-auth.walkme.com/
- 2. After entering your username on the sign in page and clicking next, click forgot password

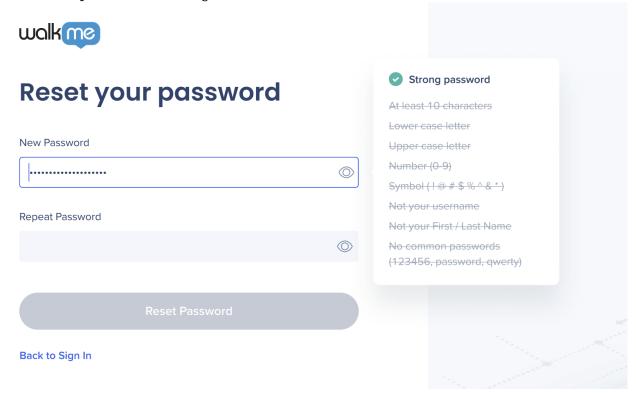


- 3. Make sure that the email is correct and click **send email verification**
 - A confirmation screen will appear
- 4. Go to your mailbox and search for the email from no-reply@walkme.com
 - Email title: Account password reset
- 5. Click on the **Reset Password** button



Note – The link inside the "Reset Password" button is valid for 8 hours only. If 8 hours have passed, you will need to repeat steps 1-3.

6. Create a new password following the rules described in the screen and click **Reset Password**



If any of the above steps do not work as they should, please contact Support.