

# 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**



The image shows the WalkMe sign-in page. At the top left is the WalkMe logo, and at the top right is the text "Walkme US". The main heading is "Sign in to WalkMe". Below this, there is an "Email" field with the text "test@walkme.com" entered. Below the email field is a "Password" field, which is currently empty. Below the password field is a blue "Sign In" button. Below the "Sign In" button, there are two links: "Back to sign in" and "Read our [Privacy Policy](#)". To the right of these links is a white button with a blue border that says "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](mailto: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**



## Reset your password

New Password

Repeat Password

Reset Password

[Back to Sign In](#)

✓ Strong password

At least 10 characters

Lower case letter

Upper case letter

Number (0-9)

Symbol (!@#\$%^&\*)

Not your username

Not your First / Last Name

No common passwords  
(123456, password, qwerty)

If any of the above steps do not work as they should, please [contact Support](#).