


# Forgot Password

Can't remember your login information? To recover your account, select Can't access your account in the Login page (Figure 9). Note that this feature may not be functional if your IT administrator set restrictions for emails sent from your Partek Flow server.

Partek

Flow



Username

Password

Log in

[Can't access your account?](#)

Figure 1. Recovering forgotten account information

This will take you to a menu that lets you recover your password once you enter your username (Figure 10).

## Having trouble logging in?

I don't remember my password

I don't remember my username

Username

An email to reset your password will be sent to the email associated with the username entered.

jsmith

Continue

Figure 2. Recovering forgotten password

On the other hand, if you have forgotten your username, select I don't remember my username and enter the email address associated with the user account (Figure 11).

## Having trouble logging in?

I don't remember my password

I don't remember my username

### Email

An email with your username will be sent to the address entered.

jsmith@partek.com

Continue

Figure 3. Recovering forgotten username

An email will be sent to the address with the username information.

## Additional Assistance

If you need additional assistance, please visit [our support page](#) to submit a help ticket or find phone numbers for regional support.



Your Rating: ☆☆☆☆☆ Results: ★★★★★ 36 rates