



Optos *Advance*TM Reset Password for Optos *Cloud*TM



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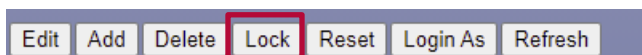
Purpose

This document will provide guidance on how to reset a password if you lock yourself out of Optos *Cloud*. This happens if you Incorrectly enter your password three (3) times within five (5) minutes.

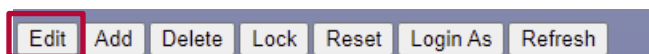
Unlocking Your Account

Cloud accounts should ensure to set up more than one user account. If one user is locked out, another user account can login and reset the password following the steps below:

- 1 | Navigate to Settings
- 2 | Select User Management
- 3 | Select Accounts
- 4 | Select the locked account by checking the box beside their name and click **Lock** on the menu at the bottom of the screen to unlock the account



- 5 | Select **Edit** to update the password



If needed, Optos Support can issue a temporary password. The steps above should be followed.

