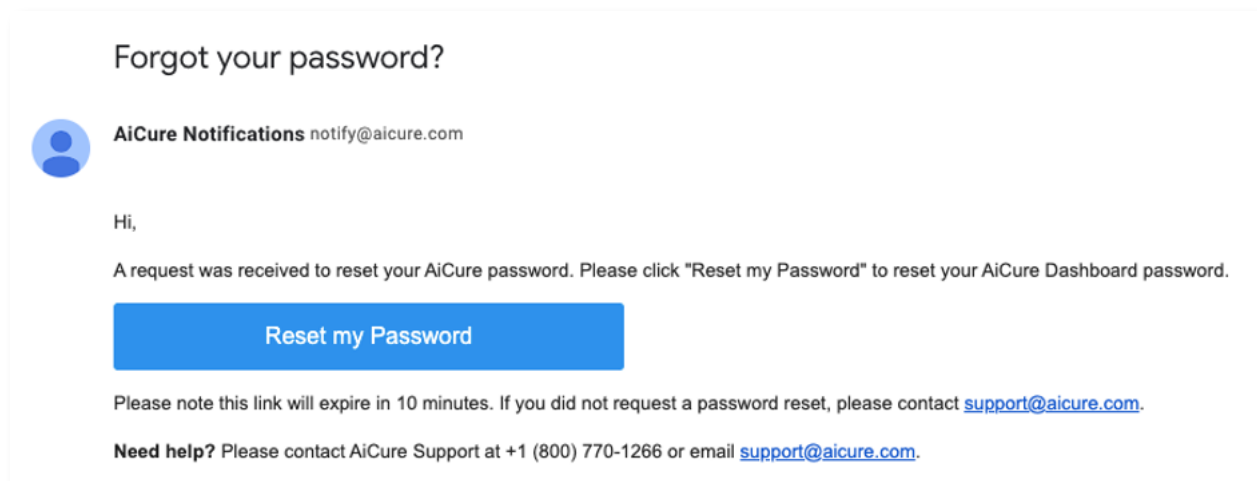
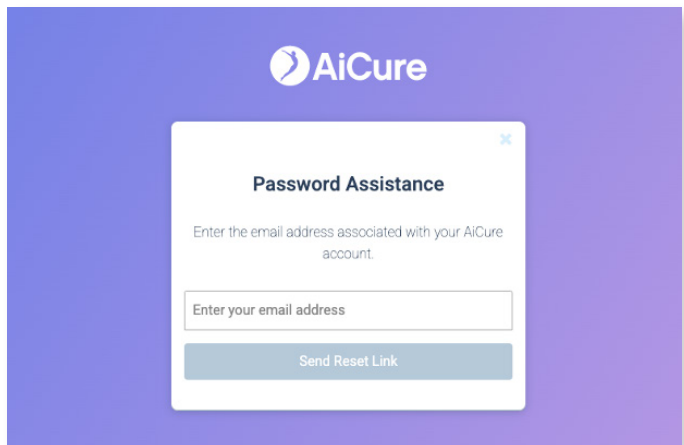
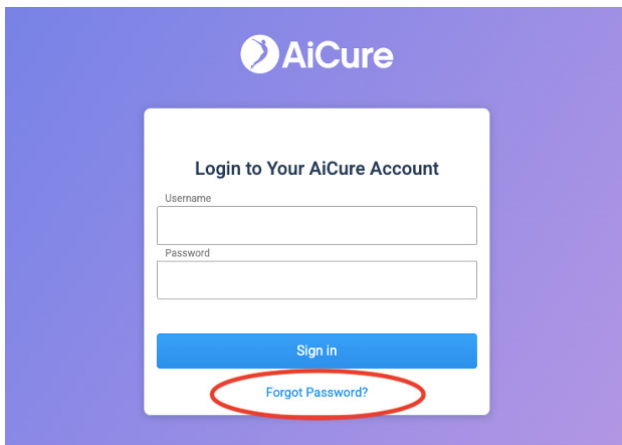


# How to Reset Your AiCure Password

## Q. I've forgotten my password to the AiCure Dashboard? How do I reset it?

A. Please follow the steps below to reset your password:

1. Click on the "Forgot Password?" link on the AiCure login page ([login.aicure.com](https://login.aicure.com))
2. Enter the email address you use to access AiCure and click "Send Reset Link"
3. Check your email inbox for an email from AiCure Notifications ([notify@aicure.com](mailto:notify@aicure.com)) with the subject line "Forgot Your Password?"
4. Clicking the "Reset my Password" link will take you to the password reset page where you can enter your new password. Please be sure it meets all of the criteria listed. Then click Continue
5. Input the verification code that was sent to you via SMS or email



**Q. I clicked on the link in the Password Reset email as soon as I received it, why is it saying that it is expired?**

**A.** For security purposes, the link in the password reset email expires after 10 minutes. Depending on how long some systems take to scan emails for viruses and deliver them to your inbox, it may take longer than the allotted 10 minutes. So by the time you get it, it is expired. We advise checking with your internal IT department to see if the [notify@aicure.com](mailto:notify@aicure.com) email can be whitelisted to possibly speed up this process. You can also reach out to our support team for assistance.

**Q. I clicked on the “Forgot Password?” link on the login page, but I have not received an email. Where did the email go?**

**A.** There are a few common reasons why a password reset email may not appear, depending on how your email system is configured:

- If your inbox uses folders or filters, please check any folders you may have set up for AiCure messages, as the email may have been routed there.
- Check your spam or junk folder in case the message was filtered.
- You may also want to contact your organization’s IT department to confirm that emails from [notify@aicure.com](mailto:notify@aicure.com) are not being blocked.

As a security measure, password reset emails are not sent if your account is locked due to multiple failed login attempts. If this occurs, please contact AiCure Support so we can assist with unlocking your account.

Finally, if you do not yet have an AiCure account, you will not receive a password reset email. New users typically receive an initial invitation email. If you have not received this, please reach out to your sponsor team to request access.