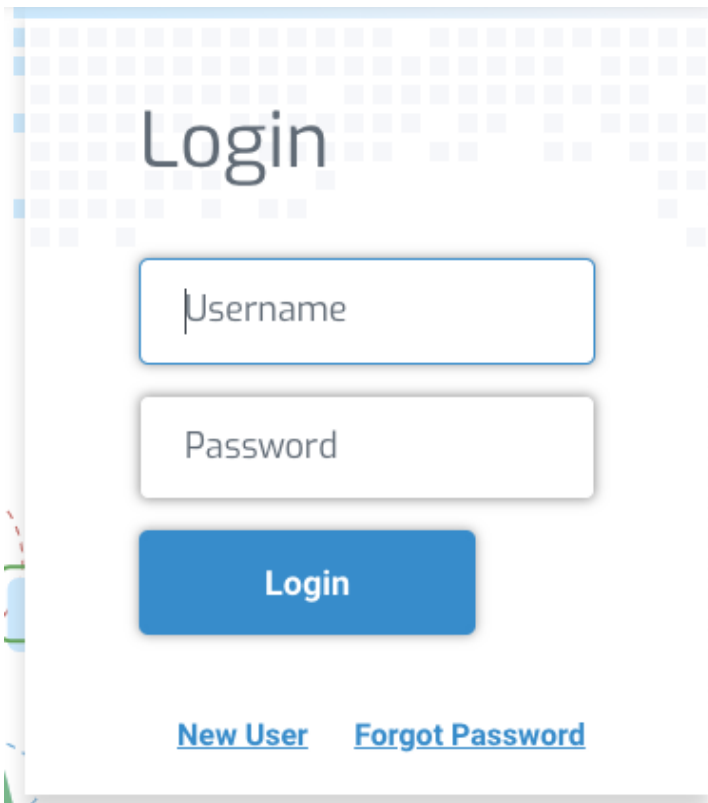# Resetting Your Password

NocTel encrypts your login password for the NocTel Control Panel. Because of this, we do not have a record of your password in plain text that can be given to you if you have lost or forgotten your current password as requested via email or over the phone. If you forget your password, you must use the Password Reset Tool via the NocTel website's Login Portal.

1. Go to www.noctel.com
2. Click the **Login** button on the top right of the page.

3. Click the **Forgot Password** link located under the Username and Password fields.

4. Enter the email address used when creating your user account.

5. Click **Submit**. A reset email will be set to the address.

Recover Your Password

Enter your email address and a password reset link will immediately be sent to you.

Email Address: [   ] [Submit] ←

Return to Log-in Screen

6. Locate and open the email. The email will contain a reset link. Click on the link to be directed to the reset your password page.

NocTel Password Reset

NocTel Communications

A password reset request has been received for your user. To reset your password, follow the link below. This link will only be vaild for 6 hours.

https://www.noctel.com/voip//confirm.php?z ←

This is an automated notification system and cannot receive replies. If you need assistance, please call our technical support department at 503.764.4300.

Thank you,
NocTel Communications.

ⓘ   Note: the reset password link in the email is only valid for 6 hours.

7. Enter your new password in the **New Password** field and repeat it in the **Repeat Password** filled.

Reset Your Password

New Password: [   ]
Repeat Password: [   ]
                  [Reset Password]

8. Click the **Reset Password** button to confirm.

Reset Your Password

New Password: [   ]
Repeat Password: [   ]
                  [Reset Password] ←

9. Log in with your newly set password.

Related articles

- Factory Resetting a Poly Trio Conference Phone
- Resetting Your Password
- Resetting a Cisco ATA to Factory Default
- User Settings