

## How-To Reset My Password using "I Forgot My Password" Link

Software Support - 2022-08-12 - How-To

If you have forgotten your Kahootz password, you can reset it by following these steps.

1. Go to the login screen for your Kahootz site.
2. Click on the **"I Forgot my Password"** link underneath the **"Password"** field.
3. Enter your **"Registered Email Address"** into the field.
4. Review and **"User Validation"** section to pass security.
5. Press the **"Check Details"** button.

Once you have submitted the form, you will be presented with the screen below.

### Forgotten Password

If your email address - **ABC@Kahootz.com** - is registered, we'll send you an email that contains instructions on how to set a new password.

If you can't see the email in the next few minutes it may be because:

- ▶ You have typed your email address incorrectly - [Try again with a different email address](#)
- ▶ The email is in your junk folder

If you're sure you are using the correct address but still having problems, please [contact support for further assistance](#).

If your email address is registered on the Kahootz site, you'll receive an email containing a link to set a new password.

If your email address isn't registered on any Kahootz site, you'll receive an email saying that you do not have an account.



As a security measure, Kahootz won't show if an email address isn't registered

on the screen. This means that potential attackers won't be able to find out if an address is registered or not by requesting to set a new password, as they would also need access to your email account.

## Troubleshooting

- If you have multiple email addresses, make sure you have entered the correct one which is registered to Kahootz.
- Not logged on recently? Some site owners choose to delete accounts of inactive users in order to free up licenses.  
If you believe this to be the case, please contact the [Site Owners](#) to request access as Kahootz Support cannot assist.
- Haven't received the password reset email? We recommend checking your junk folder in case the email gets sent there.  
If you still can't find the email, contact your local IT team as they'll be able to help, failing that contact [Kahootz Support](#).

### Related Content

- [How-To Modify / Update eMail "Login" Address](#)
- [How-To Change Displayed Profile Name](#)
- [How-To Change your Password](#)