

# Sedona Cloud Portal Account Unlock & Password Reset

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If you are having trouble please visit [or have the impacted user visit] and request a reset/unlock link to be sent to the email associated by following the prompts

## 1. Click on Reset Password or Unlock Account

[Note the process is the same for Reset & Unlock but Reset also unlocks]



### **Reset Password**

Reset your forgotten password



### **Unlock Account**

Unlock your locked out account

## 2. Fill in the fields and click continue

### Forgot your password?

To reset your password, start by entering your domain username and selecting your domain.

\* Enter Username  (Example : Jsmith)

Select Domain

Type the characters you see in the picture below.

753874

Cancel

Continue

3. If you have set up security questions you can either answer the security questions and reset immediately -or- choose Email Verification and select your email from the drop-down to receive a reset link to your email

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

Security Questions

Email Verification

Cancel

Continue

## Email Link Option

### Get a verification code via email

Select your email address

yourcompanyemail@domain.com



Cancel

Continue

After selecting **Email** and selecting [**Continue**] a link will be sent to your inbox allowing you to reset your credentials and simultaneously unlock your 1st login. The reset/unlock will not occur until after the link is clicked and the reset process is completed.

#### NOTES:

If you can login to the password portal but not the Hosted SedonaOffice URL – typically this means your browser has cached old or invalid credentials. We recommend doing one or more of the following;

1. Connecting and opening the Hosted Sedona Server URL in an incognito/private browser tab
2. Connecting and opening the Hosted Sedona Server URL in a different HTML browser
3. Clear the cache and cookies of the preferred HTML browser and try logging into the Hosted Sedona Server URL

If you are unable to sign into both the password portal and the Hosted Sedona Office server please repeat the steps at the top of this email with the reset process.

Please Note: Lockouts of the first login end after 30 minutes and only occur after 5 incorrect logins. If you have not logged into your Hosted SedonaOffice server in over 90 days or the wrong email is listed, please submit a request including your username, current email, and the server URL via [sedonaoffice\\_support@boldgroup.com](mailto:sedonaoffice_support@boldgroup.com).

If you are unable to log in to the SedonaOffice Client App [image below], please contact your local SedonaOffice Administrator or Manager for further assistance.



User Name

Password