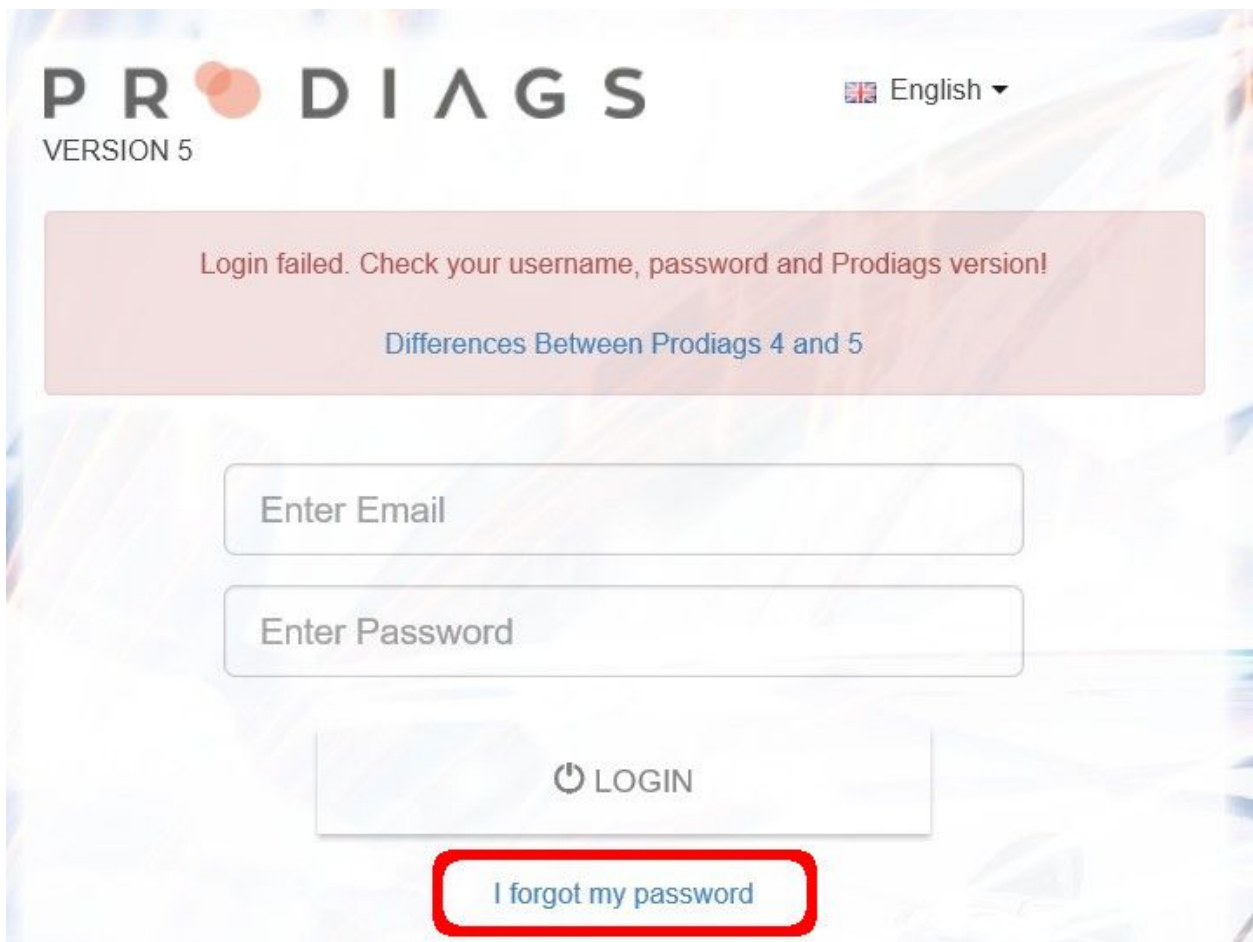


## You can't access your Prodiags account?

In case you forgot your password or you've lost your Activation Link or the link is outdated, don't worry. You can reset your password easily!

The only thing you need to remember is the Email address you used to register with Prodiags.

### How to reset your password?

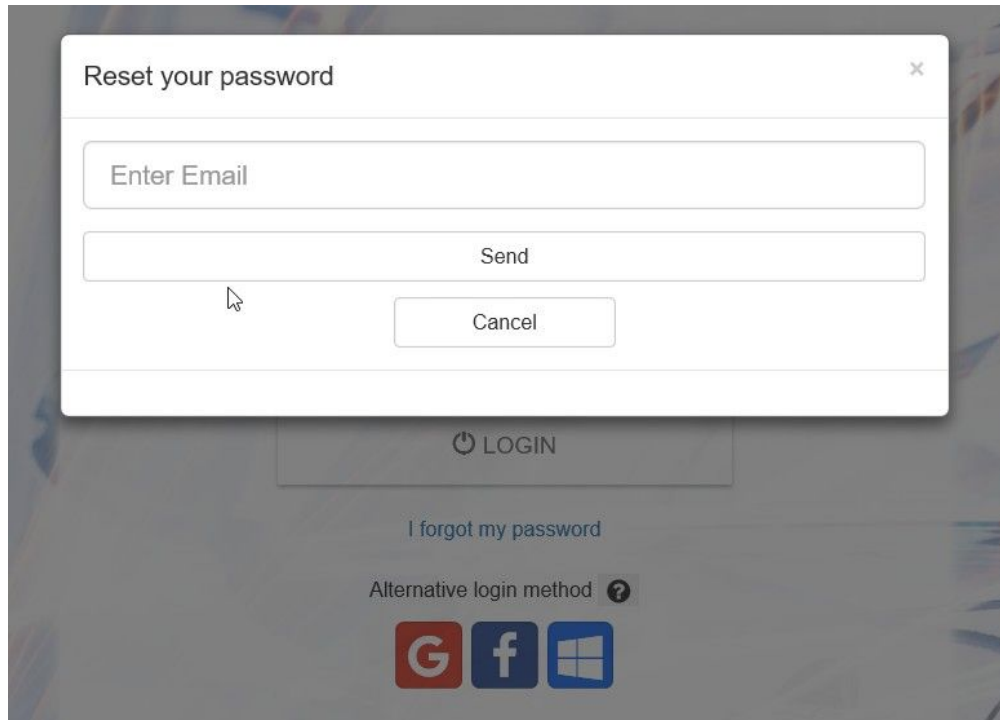


The screenshot shows the Prodiags login interface. At the top left is the Prodiags logo with 'VERSION 5' below it. At the top right is a language selector set to 'English'. A red error message box in the center reads: 'Login failed. Check your username, password and Prodiags version!' with a link 'Differences Between Prodiags 4 and 5'. Below the error message are two input fields: 'Enter Email' and 'Enter Password'. A 'LOGIN' button is positioned below the password field. At the bottom, a link 'I forgot my password' is highlighted with a red rectangular border.

Go to Prodiags 5 login page

- [www.prodiags.com](http://www.prodiags.com) > [login](#) > [Prodiags 5](#)
- Select I forgot my password

## Email



- Enter Email address registered with Prodiags
- Click Send
- Check your inbox
  - Click on the link provided in the Email. Please note that this link is only active for 3 days! Until you complete the process behind the link, your old password will remain valid

## No Email received?

If you do not see the Email in your inbox.

- Check your spam folder
- Make sure you use the same email address that is registered with Prodiags

If you still don't get the Email.

- Contact your organisation teacher or admin.
- You can also contact the System Support: support[at]prodiags.com

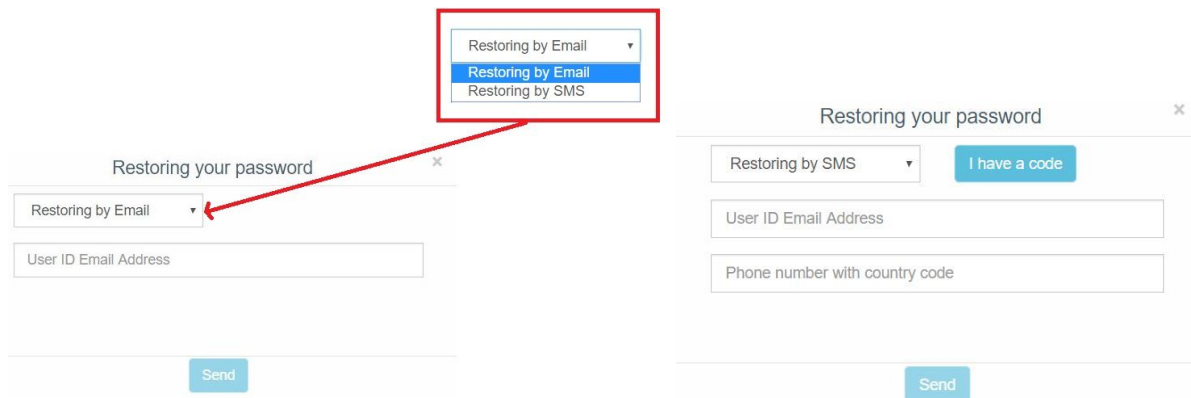
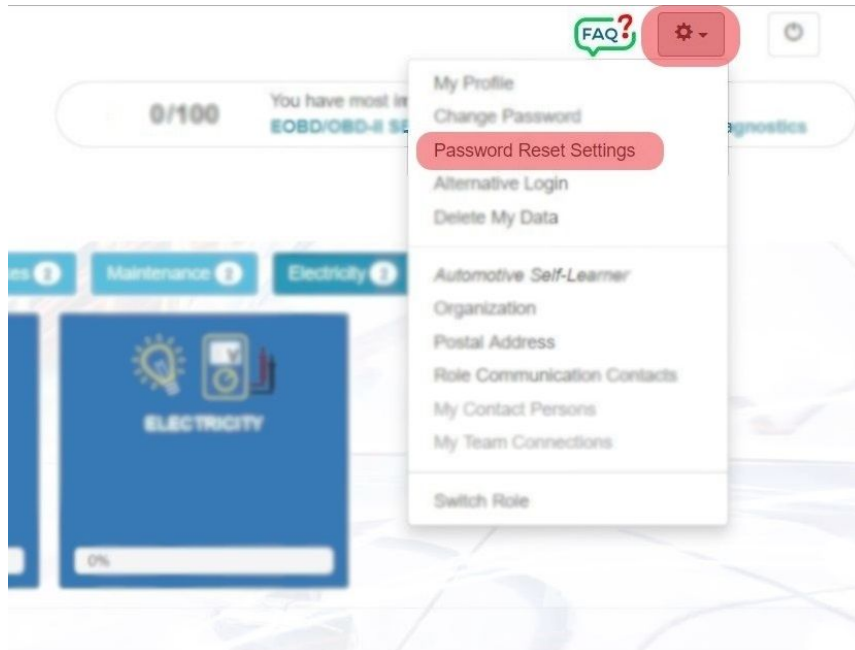
## Please note:

It is important to ensure that the your Prodiags personal settings and password resetting email is up-to-date and you have access to this email mailbox. Unactivated accounts will automatically be deleted and all data will be lost.

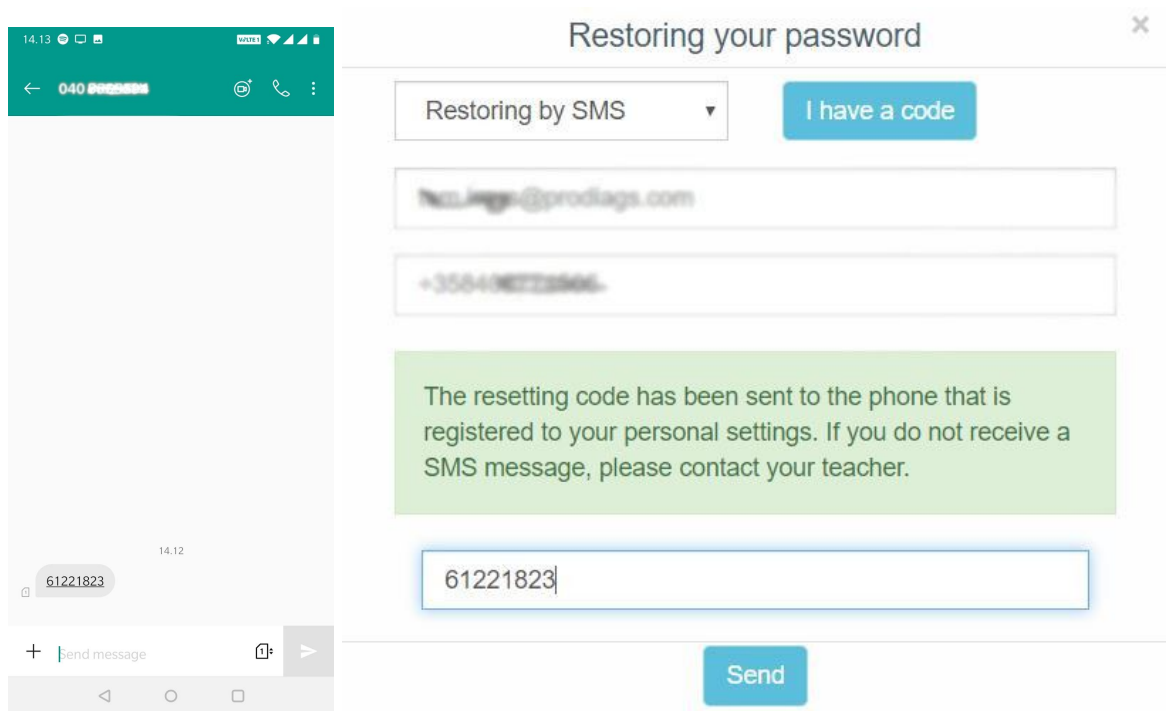
## Reset password by SMS

It's also possible to reset your password with SMS.

This requires that you have your phone number assigned in you **Password Reset Settings**.



- Choose **Restoring by SMS**
- Enter your User ID Email Address and phone number that's registered with Prodiags
- Click Send
- Check your phone, you'll get a resetting code



Enter the code in the field and click send, now you can choose a new password.

**TIP:**

If you got the **resetting code** SMS to your phone but your browser session ended for some reason, you can use the **“I have a code”** function. This allows you to enter the code and continue with restoring your password.