

Resetting Your Password

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Starting a Password Reset from the Sign-In Page

If you cannot remember the password for your Pams account, begin from the same sign-in page you use for normal access. For guidance on reaching and using this page, see [Signing In to Pams](#).

On the sign-in page, select the password reset option. This option is intended for users who need to create a replacement password and cannot sign in with their current one. Pams opens a password reset request page where you can identify the account you need to recover.

In the email address field, enter the email address associated with your Pams account. Enter the full address carefully, including the part after the @ symbol. Pams can only send the reset email to the address linked to your account, so using a different work or personal address will not allow you to continue.

[SCREENSHOT: The Pams sign-in page showing the password reset option and the email address field on the reset request page.]

Before you submit the request, review the email address in the field. Correct any typing mistakes, then submit the password reset request. Pams sends a password reset link to that email address.

After you submit the request, remain on the confirmation page long enough to read its message. The message confirms that Pams has accepted the request and tells you to check your email. It does not mean that your password has changed yet. Your password remains unchanged until you open the email link and complete the new password form.

If you notice that you entered the wrong email address, return to the reset request page and submit a new request using the correct account email address. Use the email address shown as **Login Email** in your account records when available.

Finding and Opening the Password Reset Email

After submitting the reset request, open the inbox for the email address you entered on the Pams password reset page. Look for the password reset email sent in response to your request. Check the time of the email and make sure it relates to the reset request you just submitted.

Open the email and read it before selecting its link. The email contains the password reset link that takes you to the Pams page for creating a new password. Do not rely on an older password reset email if you have requested more than one reset. Requesting a new reset may make an earlier link unusable, so use the newest email whenever possible.

[SCREENSHOT: A password reset email open in an inbox, with the Pams password reset link visible.]

Select the password reset link in the email. Your browser opens the Pams password reset page. Keep that page open until you have entered and submitted your new password. If the link opens in a different browser window or tab, continue there rather than returning to the email.

If the expected email is not in your main inbox, check these locations before requesting another reset:

- Your **Spam** or **Junk** folder
- Your **Promotions** or filtered-message folder
- Any inbox rules or organization-level email filtering used for your email account
- Search results for recent messages related to Pams or password reset requests

Allow a short time for the message to arrive, then refresh the inbox. If you submit another password reset request, wait for the newest reset email and open its link instead of using a previous message. The reset email is only for the password change you requested; it is not a sign-in message.

Choosing and Confirming a New Password

When the password reset link opens successfully, Pams displays the page where you create a replacement password. This is the point at which you choose the password you will use for future sign-ins.

Enter your chosen password in the new password field. Then enter exactly the same password in the password confirmation field. Both entries must match character for character. A difference in a single letter, number, symbol, or space prevents Pams from accepting the change.

[SCREENSHOT: The Pams password reset page showing the new password field, password confirmation field, and password requirements message.]

Read any password requirements displayed on the reset form before submitting. Pams may show requirements directly beside or below the password fields. Adjust your new password until it meets every requirement shown on that page. Do not assume that a password accepted elsewhere will meet the requirements displayed in Pams.

Before you submit the form, check the following:

- The new password field contains the password you intend to use.
- The password confirmation field contains the same value.
- Any password requirements shown on the page are satisfied.
- You are still using the reset page opened from the newest reset email.

Submit the new password only after confirming both entries. Pams then processes the password change and displays a confirmation message when it succeeds. Wait for this confirmation before closing the browser tab or attempting to sign in.

If Pams indicates that the entries do not match, re-enter the password carefully in both fields. If Pams rejects the password because it does not meet the displayed requirements, choose a different password that follows those on-screen instructions and submit the form again.

Signing In with the New Password

Once Pams confirms that your password has been reset, return to the sign-in page. You can use the sign-in page from the browser tab you already have open or open Pams again in a new tab.

In the **Login Email** field, enter the email address associated with your account. In the password field, enter the new password you just created. Make sure you enter the new password rather than the password you used before the reset. Then submit the sign-in form.

[SCREENSHOT: The Pams sign-in page showing the Login Email field and password field after a successful reset.]

If Pams opens your normal workspace after you sign in, the password reset was successful. You can then continue with your usual work, such as reviewing **My Desk, Tasks, Activities**, sales records, or other areas available to your role.

Use the new password for future Pams sign-ins. The password reset email and its link are only part of the password-change process; do not use the link again after the change is complete. If you later forget the replacement password, start a new reset request from the sign-in page and use the newest email link sent by Pams.

If the new password does not sign you in, first check that the **Login Email** field contains the same account email address used for the reset request. Then carefully enter the new password again. Avoid copying an unintended space before or after the password. If the sign-in still does not work, return to the password reset option and request a new reset email rather than repeatedly trying an earlier link.

After you can sign in, continue to [Managing Your Profile](#) to review the personal details connected to your Pams account.

Fixing Problems with Reset Emails and Links

Most password reset problems are caused by an incorrect account email address, a delayed email, an older reset link, or a mismatch between the two new-password entries. Start by identifying which stage of the reset process is not working.

If no reset email arrives, return to the password reset request page and review the email address you entered. It must be the address associated with your Pams account. A reset request sent to an address that is not linked to your account will not provide access to the account you need.

Check your inbox folders carefully before submitting another request. Look in **Spam**, **Junk**, **Promotions**, and any filtered-message folders used by your email account. If your organization filters incoming email, the reset message may also be held outside your normal inbox. Search recent messages for Pams and password reset-related wording.

[SCREENSHOT: An email inbox showing the Spam, Junk, and Promotions folders to check for a Pams password reset email.]

If the reset link opens but Pams does not allow you to continue, request a new password reset email from the sign-in page. Open the newest email and use that link promptly. Do not continue trying links from older messages, especially if you submitted more than one reset request.

If Pams rejects your new password, read the password requirements displayed on the reset form. Update the password so it meets those requirements, then enter the same

updated value in both password fields. If Pams says the confirmation does not match, clear and re-enter both fields rather than changing only one field.

Use this sequence when troubleshooting:

- Verify the account email address.
- Check filtered email folders.
- Request a fresh reset email if necessary.
- Open the newest reset link.
- Re-enter a password that meets the displayed requirements in both fields.
- Wait for the Pams confirmation message before signing in.

Overview

Pams uses the password reset process when you cannot sign in with your current password. The process begins on the sign-in page and finishes only after you create a new password, receive a confirmation from Pams, and sign in successfully using that replacement password.

The password reset workflow has four connected parts:

- Select the password reset option from the Pams sign-in page.
- Enter the email address associated with your Pams account and submit the request.
- Open the password reset email and select the reset link.
- Enter and confirm a new password on the Pams reset page.

The email link is an important part of this process. Pams sends it to the account email address so you can open the new password form. Until you submit the new password form and see the reset confirmation, your existing password remains active.

The email address used for the request should be the same address you normally enter in the **Login Email** field. If your team uses more than one email address, choose the one connected to your Pams account. This prevents you from waiting for a reset message in the wrong inbox.

[SCREENSHOT: The complete password reset journey from the Pams sign-in page to the reset email, new password page, and sign-in page.]

If the reset email is not visible in your main inbox, check **Spam**, **Junk**, **Promotions**, and any other filtered folders before requesting another link. When several reset

emails exist, use the most recent one. A newer request may prevent an earlier link from working.

After resetting your password, return to the Pams sign-in page and use the same **Login Email** with the newly created password. Successful sign-in confirms that the password reset has been completed.

Prerequisites

Before starting a password reset in Pams, make sure you can access the email inbox associated with your Pams account. Pams sends the password reset link to this inbox, and you need the link to open the page where you create a new password.

Have the following ready before you select the password reset option:

- The email address you use in the **Login Email** field when signing in to Pams
- Access to that email address's inbox
- Access to the inbox's **Spam**, **Junk**, and **Promotions** folders
- A browser window where you can return to the Pams sign-in page
- A new password that meets the requirements shown on the Pams reset form

You do not need to know your existing password to request a reset. The reset option is specifically for situations where you cannot use the current password or want to replace it after a sign-in problem.

Make sure you request the reset for your own Pams account. The email address on the reset request page determines where Pams sends the reset email. If you enter an email address that is not associated with the account you want to access, you will not receive the correct reset link.

[SCREENSHOT: The Pams password reset request page with the email address field highlighted.]

If you have already requested a reset email, check whether a newer message has arrived before making another request. When there are multiple password reset emails, select the link in the newest message. This reduces the chance of opening a link that Pams no longer accepts.

You should also allow enough time to complete the process once the reset page opens. Keep the browser page open while you enter the new password and wait for Pams to show the confirmation message. After the confirmation, use the Pams sign-in page to verify the new password with your **Login Email**.

Step-by-Step Instructions

1. Open the Pams sign-in page. If you need help reaching this page or using your account email to sign in, refer to [Signing In to Pams](#).
2. Select the password reset option. Pams opens the reset request page.
3. Enter the email address associated with your Pams account in the email address field. Check that it is the same address you normally use as your **Login Email**.
4. Submit the password reset request. Read the confirmation message on the page, then open the inbox for the email address you entered.
5. Find the password reset email from Pams. If it does not appear in the inbox, check **Spam, Junk, Promotions**, and other filtered folders. If you have received several reset emails, use the newest one.
6. Open the email and select its password reset link. Pams opens the page where you can create a new password.
7. Enter a new password in the new password field. Review and follow every password requirement displayed on the form.
8. Enter the same password in the password confirmation field. Confirm that both fields match exactly.
9. Submit the new password form. Wait for Pams to display the confirmation that the password reset succeeded.
10. Return to the Pams sign-in page. Enter your **Login Email** and the new password, then sign in to confirm that the replacement password works.

[SCREENSHOT: The Pams new password form followed by the sign-in page, showing where to enter the new password.]

If any step fails, do not reuse an old reset link. Request a new password reset email, open the newest link, and repeat the new password steps. After you regain access, see [Managing Your Profile](#) to review your account details.