Change Password

Fluorine+

The **change password** feature allows you to change the password for any of your family's users. These users are used for connecting to Perspectium's Cloud Server (MBS) from your ServiceNow instances and Replicator agents as well as viewing your family's Dashboard and Observer for your instances. You will receive your user credentials upon set up but please contact support if you have any additional questions.

Procedure

To change the password for any of your family's users, follow these steps:

1

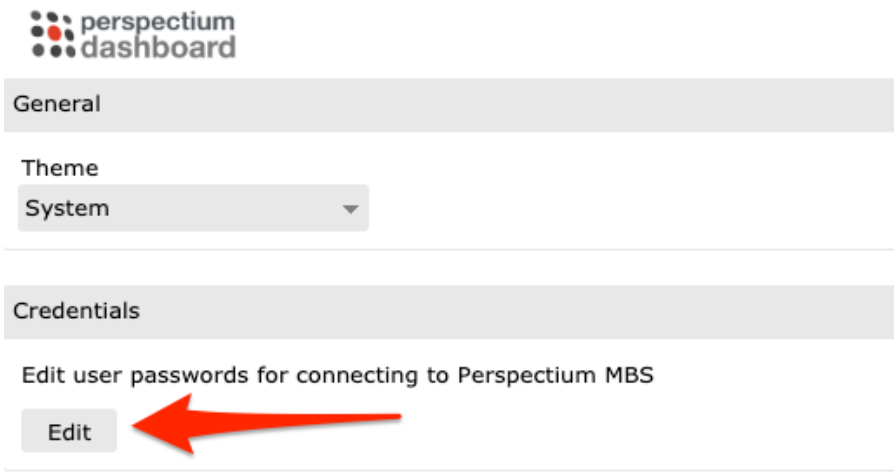
Navigate to Dashboard

Log in to Dashboard and click > to access the **Settings** page.

2

Edit user password

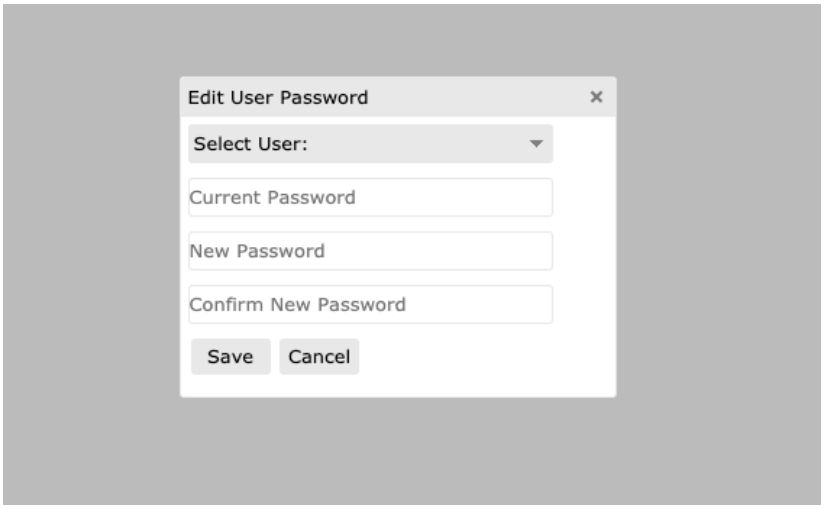
Clicking the **Edit** button will open up a form where you can select any user from family to change.



3

Fill the form

The new password will need to be a minimum of 8 characters with at least 1 upper case letter, 1 lower case letter and 1 non-alphanumeric letter.



NOTE: To prevent any issues with replicating data, it is recommended that you do the following when changing a user's password:

1. Stop Perspectium jobs in the ServiceNow instance(s) and stop the agent(s) using the user to be changed
2. Change the password in the Dashboard Settings page as mentioned above
3. Restart the Perspectium jobs and the agent

Similar topics

- Install Replicator for ServiceNow
- Upgrade Replicator for ServiceNow
- Run Finish Install scripts

Contact Perspectium Support

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