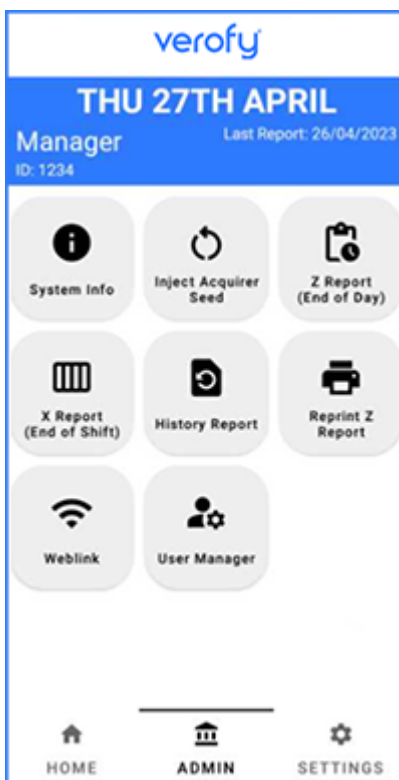


# Changing the password on your Verofy® Move

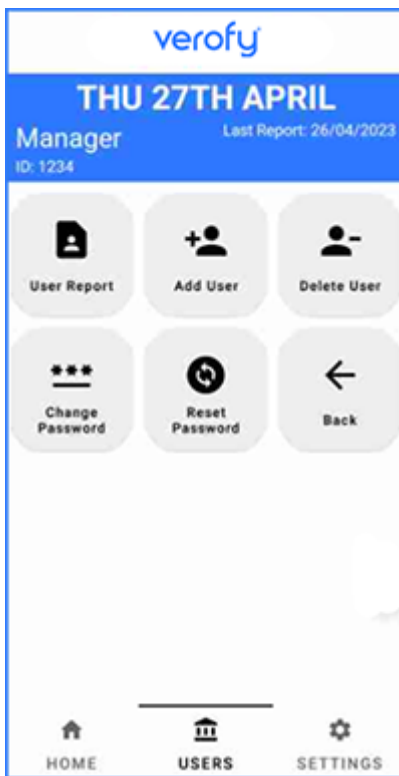
This page explains how to change the password on your Verofy® Move for the supervisor user ID - reducing the risk of unwanted access.

**You'll need to know your password in order to change it.** If you have forgotten your password, you'll need to contact us by calling 0330 460 4672 or via the message centre in Verofy® App or Verofy® Cloud to reset your login details.

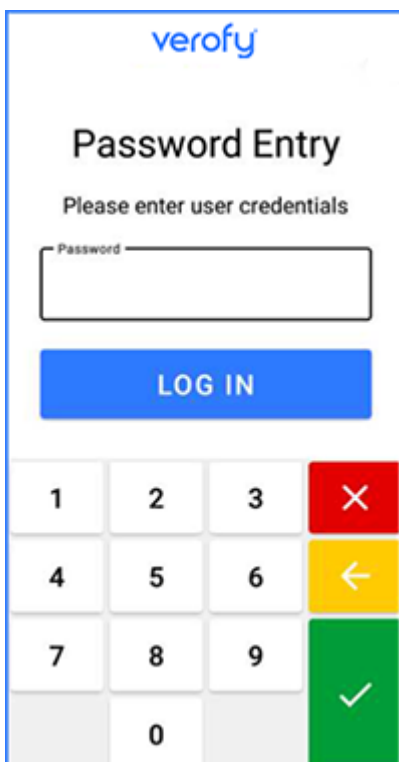
1. Once you're logged into your Verofy® Move with the supervisor login, select the **Admin** menu.



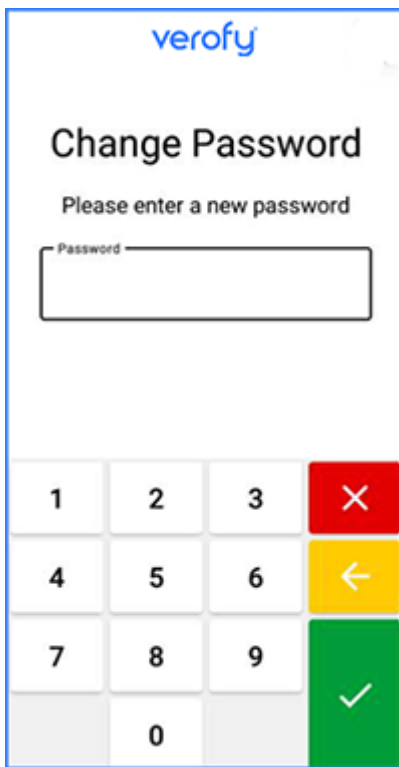
2. Select the **User Manager** option, then you'll be presented with the below screen.



3. To change the password, press the **Change Password** option. You'll then need to enter the current password for the user. Once you've entered this, press **log in**.

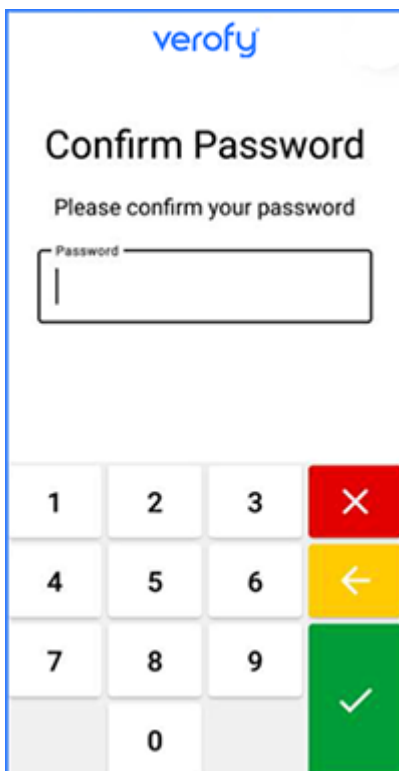


4. Next, you'll need to enter the new password you want to set. Once entered, press the green tick.



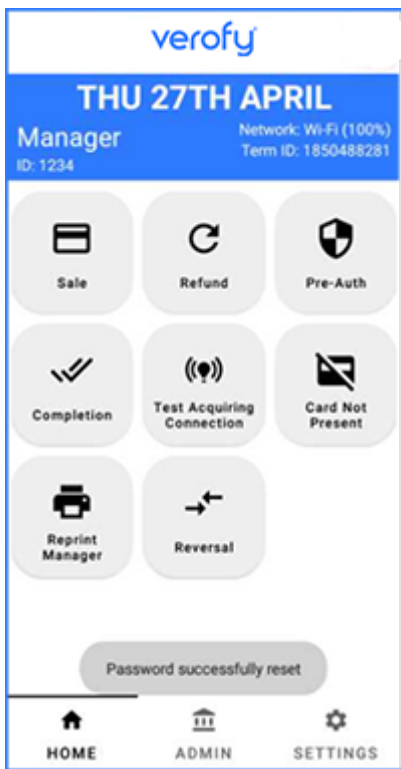
The image shows a mobile application screen for changing a password. At the top is the 'verofy' logo. Below it is the title 'Change Password' and the instruction 'Please enter a new password'. There is a text input field labeled 'Password'. At the bottom is a numeric keypad with digits 1-9, 0, a red 'X' button, a yellow left arrow button, and a green checkmark button.

5. Your Verofy® Move will ask you to re-confirm the new password. Once you've done this, press the green tick. If the passwords do not match, the terminal will inform you of this.



The image shows a mobile application screen for confirming a password. At the top is the 'verofy' logo. Below it is the title 'Confirm Password' and the instruction 'Please confirm your password'. There is a text input field labeled 'Password'. At the bottom is a numeric keypad with digits 1-9, 0, a red 'X' button, a yellow left arrow button, and a green checkmark button.

6. Once the password successfully changes, the Verofy® Move will return to the Home screen.



**That's it! You've successfully changed your password.**

Revision #18

Created 27 April 2023 11:14:28 by Verofy® Support

Updated 6 June 2024 11:06:17 by Verofy® Support