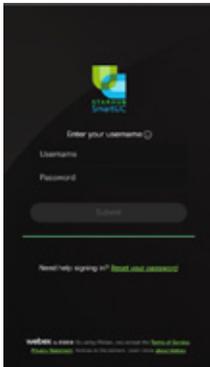# SmartUC with Webex
Password Reset Guide

STARHUB

How to reset your SmartUC with Webex password

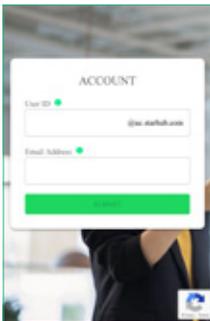**If you forgot your password or it has expired, follow these steps to reset or change it.**

1

Go to the log in page and select "Reset your password".

2

You will be directed to the password reset portal. Key in your UC phone number and email address accordingly.

Enter your User ID, typically your SmartUC number or a custom alphanumeric ID you may have created.

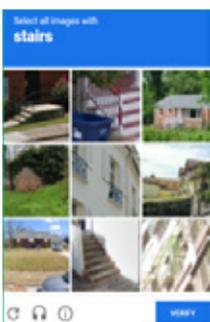Enter the email address you used during your SmartUC with Webex onboarding.

NOTE:

If field validation fails, an error message will be displayed in red, and the submit button will be disabled.

"Invalid user ID or email address. You have X more attempts remaining. After 3 failed tries, your account will be locked for 1 hour. Please contact your group administrator for assistance."
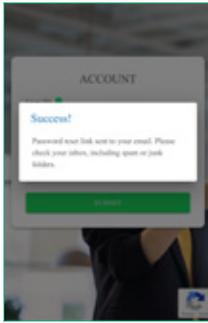
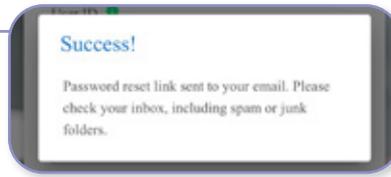Please re-enter the correct credentials.

3

You may be required to complete a reCAPTCHA verification when submitting. If prompted, please follow the instructions to complete the verification before proceeding.
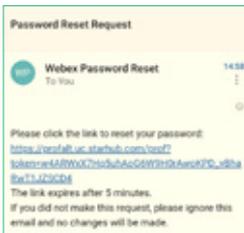
4

Upon successful verification, an email with the password reset link will be sent to your email.

Success!

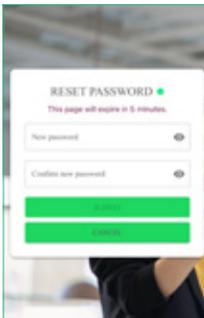Password reset link sent to your email. Please check your inbox, including spam or junk folders.

5

Check your email inbox and look for the password reset email. Click on the password reset link which is only valid for 5 minutes after it is generated.

If you cannot locate the email, be sure to check your Junk or Spam folder as it may have been filtered there.

6

You will be redirected to the password reset page. Enter and confirm your new password and click on "Submit".

New password
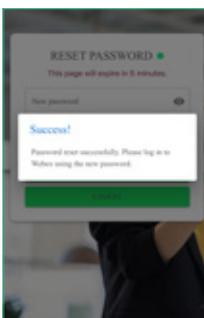
Confirm new password

SUBMIT

To create a strong password, use:

• At least 12 characters

• A mix of at least 1 uppercase letter, at least 1 lowercase letter and at least 1 number or symbol

NOTE:

If you see an error message stating that the link is no longer valid, simply request a new password reset link by following the same reset password process.

7

After a successful reset, you can now log in to SmartUC with Webex with your new password!

New password

Success!

Password reset successfully. Please log in to Webex using the new password.