



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Routing Help

[Reset your password](#)

Contents

- [1 Reset a password](#)

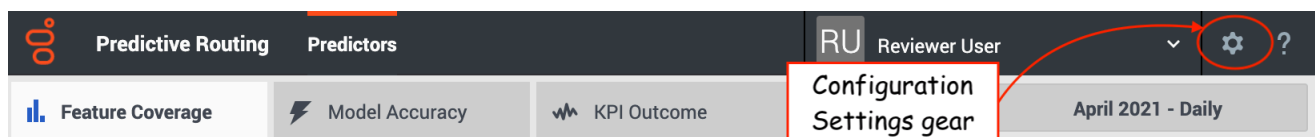
The Password tab enables you to change the password for your existing user account. An ADMIN user can also reset other users' passwords.

Note: The Predictive Routing Staff Help provides internal users with additional documentation.

Related documentation:

-

Reset a password



To reset your password, click the **Settings** gear icon, located on the right side of the top menu bar, to open the **Password** tab.

1. Click the **Password** tab on the left-hand navigation bar.
2. Enter your current password.
3. Enter the new password.
4. Re-enter the new password to make sure you entered it correctly.
5. Click **Update** to accept it.

Password Reset

First name *

Aimee

Last name *

Baynes

Email *

ab@company.com

Current Password *

.....

New Password *

|

Confirm Password *

Passwords are not equal

Cancel

Update