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# Genesys Predictive Routing Help

[Reset your password](#)

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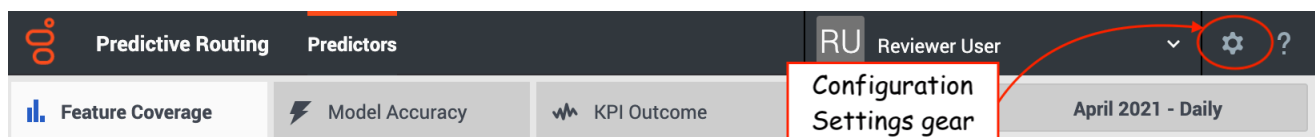
The Password tab enables you to change the password for your existing user account. An ADMIN user can also reset other users' passwords.

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

**Related documentation:**

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## 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.

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## Password Reset

First name \*

Aimee

Last name \*

Baynes

Email \*

ab@company.com

Current Password \*

.....

New Password \*

|

Confirm Password \*

Passwords are not equal

Cancel

Update