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Genesys Predictive Routing Help

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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.

Password Reset

First name *

Last name *

Email *

Current Password *

New Password *

Confirm Password *

Passwords are not equal

Cancel

Update