

Inactive Password Reset Link?

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Question

My **Password Reset** link does not work from the WebEOC login page. Why is that?

Answer

The most likely cause for this is that your WebEOC user account does not have a valid, unique email assigned to it. The password reset function looks up accounts based on email address. If your account does not have a linked email, or has the same address as another account, the system does not know how to proceed. The same could be the problem for the WebEOC Administrator user account as it also needs a valid, unique email address in order for WebEOC to use the password reset feature.

Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)