

Resetting your Cloud Password

This manual is designed to help you reset your Cloud password in OnePractice.



Resetting your Cloud Password

1. Select File > Account > Change Password (see Figure 1 below)
2. Click 'Yes' on the message as shown in Figure 2 below

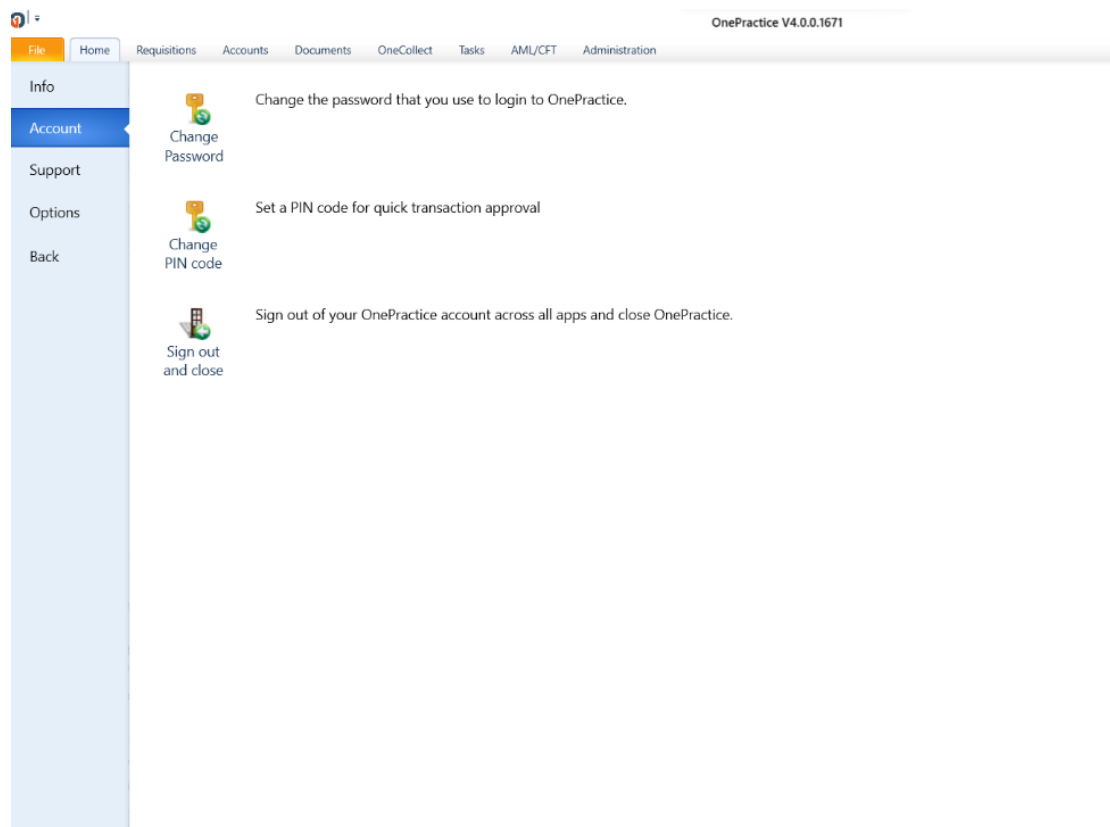


Figure 1.

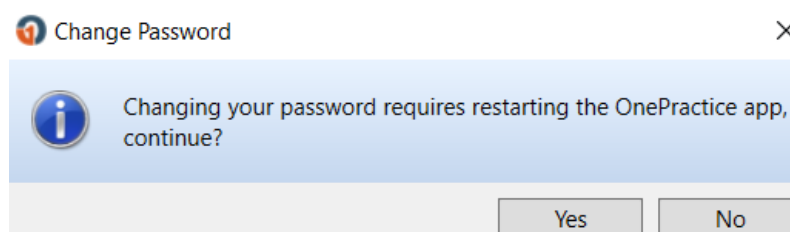


Figure 2.

3. You will then be redirected to a webpage to complete the process (see Figure 3 below)
4. Enter your email address and click 'Send verification code' (see Figure 4 below)

5. You will receive a verification code via email (see Figure 5 below)

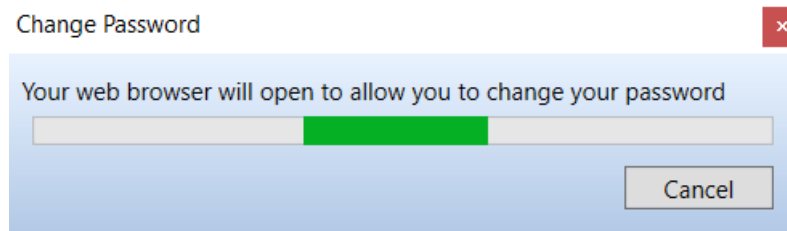


Figure 3.



Figure 4.

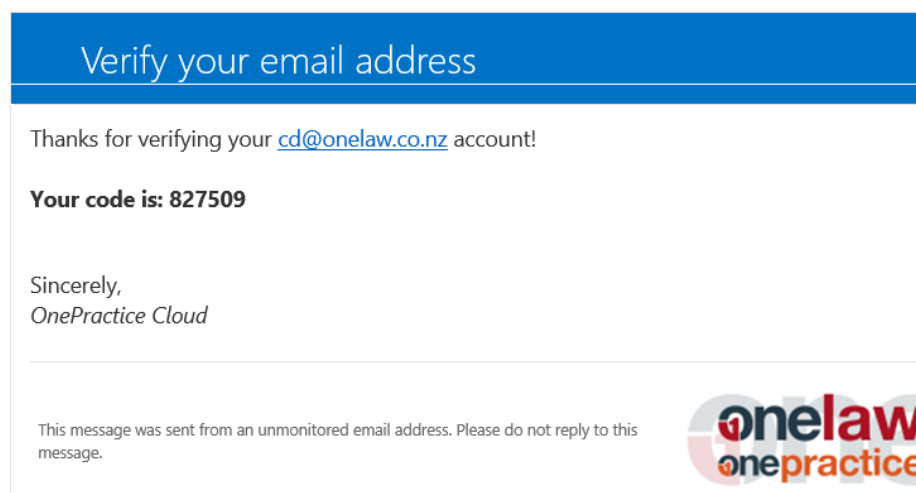


Figure 5.

6. Enter the code and click 'Verify code' (see Figure 6 below)
7. Select 'Continue' (see Figure 7 below)

Enter a new password and select 'Continue.'

NOTE: your new password will need to be at least 12 characters.

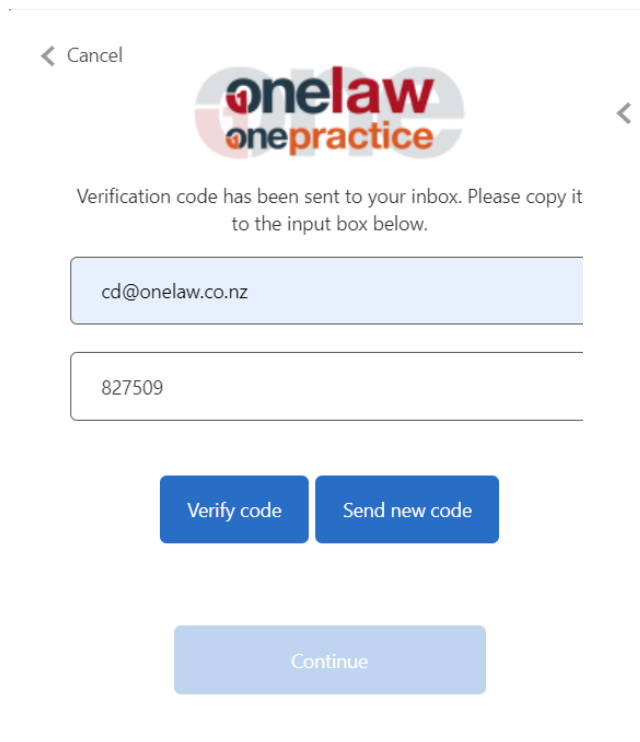


Figure 6 shows a mobile app screen for verification. At the top left is a back arrow and the text 'Cancel'. In the center is the 'onelaw onepractice' logo. Below the logo, it says 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: the first contains 'cd@onelaw.co.nz' and the second contains '827509'. At the bottom, there are three buttons: 'Verify code' and 'Send new code' are blue with white text, and 'Continue' is a light blue button with dark blue text.

Figure 6.

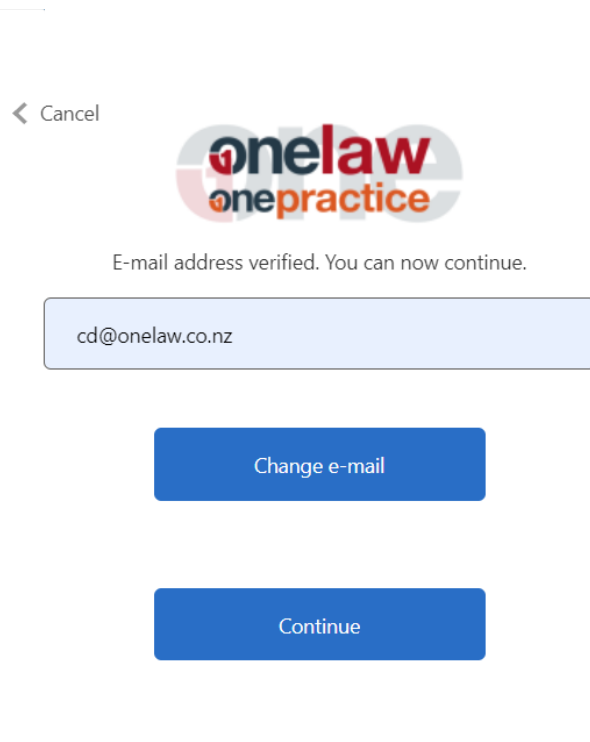


Figure 7 shows a mobile app screen indicating the email address is verified. At the top left is a back arrow and the text 'Cancel'. In the center is the 'onelaw onepractice' logo. Below the logo, it says 'E-mail address verified. You can now continue.' There is one input field containing 'cd@onelaw.co.nz'. At the bottom, there are two blue buttons with white text: 'Change e-mail' and 'Continue'.

Figure 7.