



**DAMSTRA**

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# How to Reset Password

**PRODUCT:** Damstra Workforce Management

**VERSION:**

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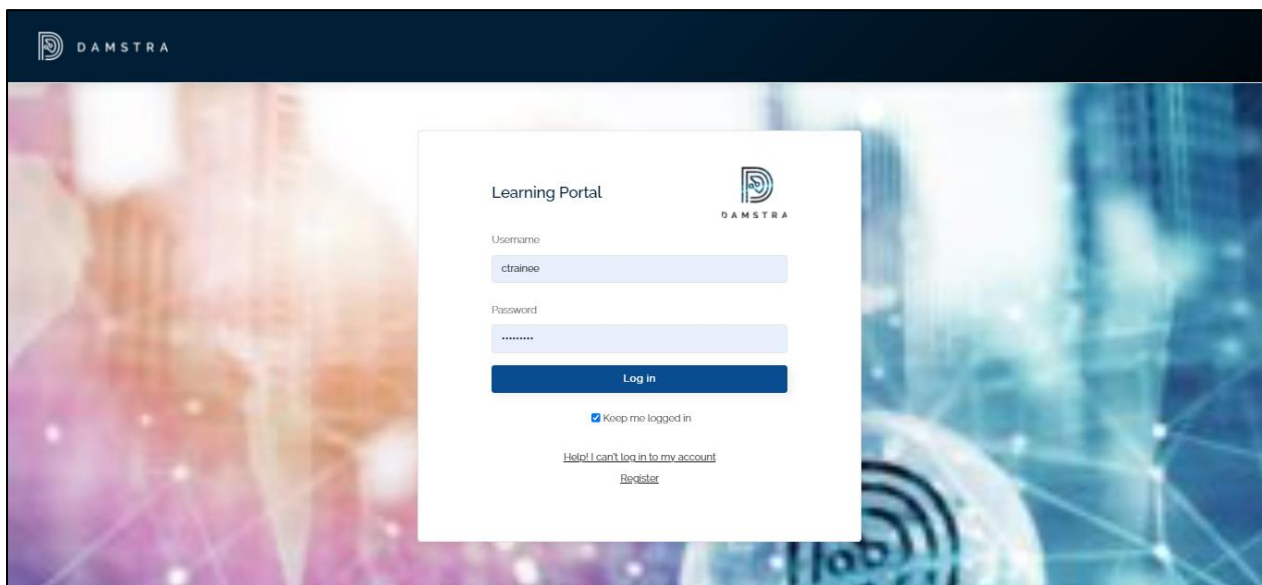
**APPROVED BY:**

## How to Reset Password

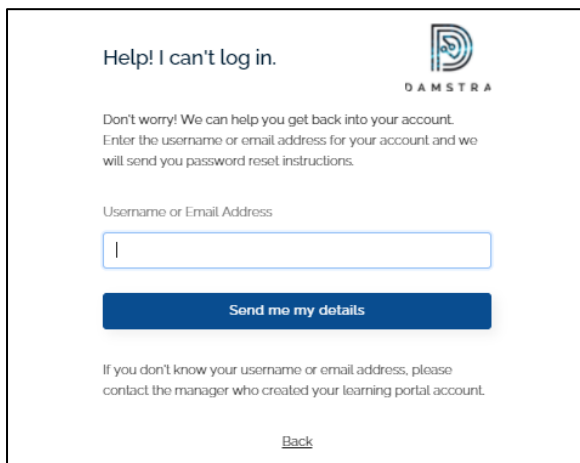
Do the self-service reset password in the Velpic Learn mobile app or web browser to retrieve your login,

### How to Reset Password via web browser

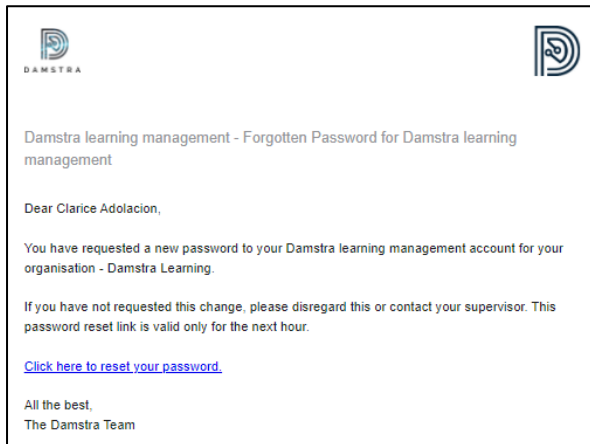
1. Go to [https://\(organisation\).velpic.net](https://(organisation).velpic.net) and you will land to a page like the below



2. Click [Help! I can't log in to my account](#) and you will be directed to the page below



3. Enter your username or e-mail address on profile. If you are completing lessons for your Damstra Workforce Management Booking/Registration/Induction, your username is your Damstra ID.
4. Check the email from [do\\_not\\_reply@velpic.com](mailto:do_not_reply@velpic.com)




5. Click this hyperlink [Click here to reset your password.](#) to get to the Reset Password page

A screenshot of a web form titled "Reset Password". Below the title, it says "Please enter a new password for your account and confirm it". There are two input fields: "New Password" and "Confirm New Password". Below the second field is a blue "Continue" button and a "Back" link.

**Note:** Passwords need to have at least 10 characters, with uppercase letters, lowercase letters, number, and symbol.

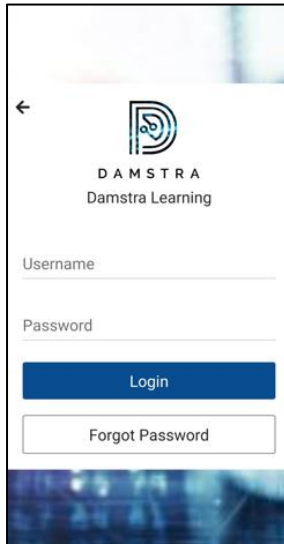
## How to Reset Password via mobile app

1. Open the Velpic Learn
2. Enter your organisation's instance, then click 

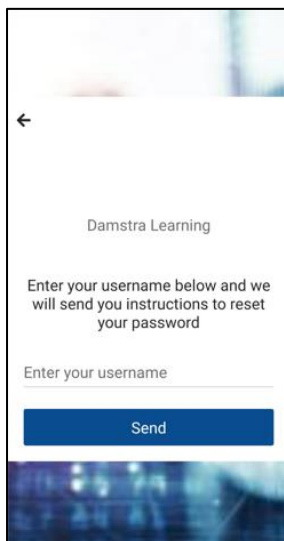
The organisation is the domain name of your Damstra Learning instance. If your Damstra Learning address is <https://damstratechnology-240.velpic.net/>, your organisation is damstratechnology-240. This needs to be entered in the **myorganisation** field below.

A screenshot of the Velpic Learn mobile app interface. At the top is the Velpic Learn logo. Below it, the text reads "Enter your organisations login web address to continue". There is an input field containing "myorganisation .velpic.net". Below the input field are two buttons: a teal "Continue" button and a white "Remind Me" button.

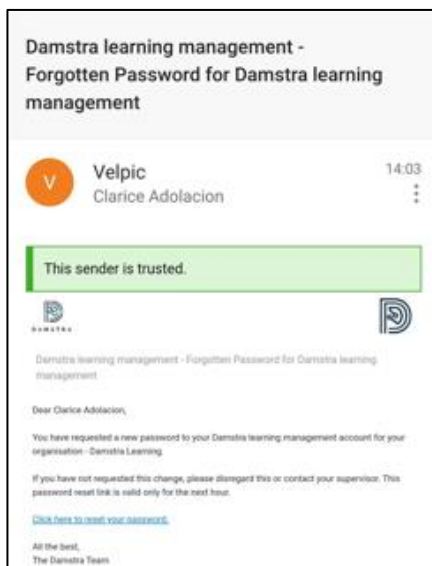
3. You will land to the screen below.



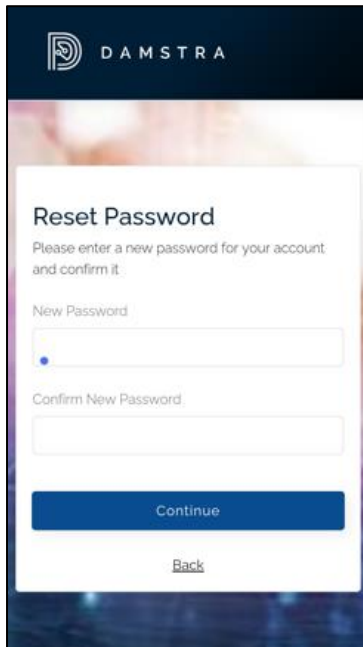
4. Click **Forgot Password** to get to the screen below.



5. Enter your username and wait for the from *do\_not\_reply@velpic.com*



6. Click this hyperlink [Click here to reset your password.](#) to get to the Reset Password page



The screenshot shows the DAMSTRA Reset Password page. At the top left is the DAMSTRA logo. The main heading is "Reset Password". Below it, the instruction reads: "Please enter a new password for your account and confirm it." There are two input fields: "New Password" and "Confirm New Password". The "New Password" field contains a single blue dot. Below the input fields is a blue "Continue" button and a "Back" link.

**Note:** Passwords need to have at least 10 characters, with uppercase letters, lowercase letters, number, and symbol.