

# Osprey Approach: Forgotten Password

This help guide was last updated on  
Mar 19th, 2024

The latest version is always online at  
<https://support.ospreyapproach.com/?p=34120>

[Click here for a printer-friendly version](#)



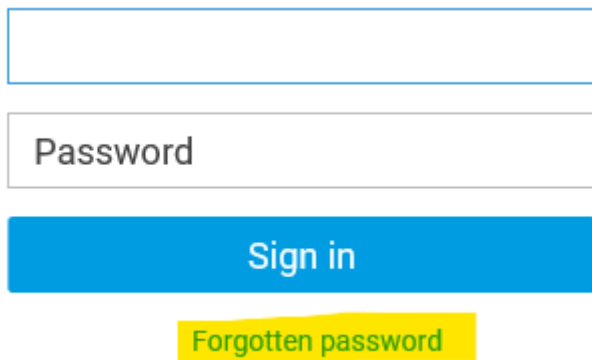
To reset your password, you will need access to your firm's Osprey URL, and access this via a web browser.

The URL will be <https://yourfirmsname.ospreyapproach.com/main>.

If you have forgotten your password, you can easily reset it from the login screen on the browser version of Osprey.

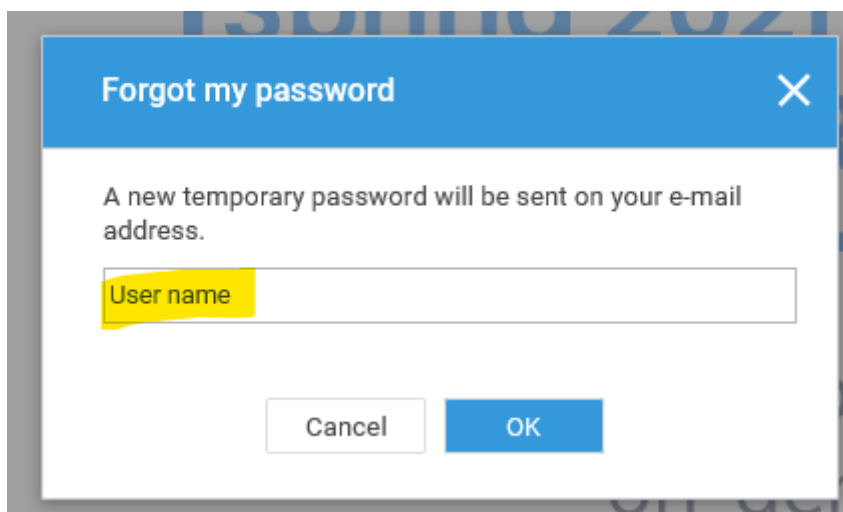
Open any browser and enter your URL into the address bar. This will take you to the log in screen.

On the login screen, click the Forgotten Password link.



The login form consists of two input fields: the first is for the username and the second is labeled 'Password'. Below these fields is a blue 'Sign in' button. Underneath the button is a yellow rectangular link that says 'Forgotten password'.

The system will ask you for your **User Name** (**NOT** your Email Address) – enter it here and click OK:



A dialog box titled 'Forgot my password' with a close button (X) in the top right corner. The text inside says 'A new temporary password will be sent on your e-mail address.' Below this text is an input field with a yellow label 'User name' to its left. At the bottom of the dialog are two buttons: 'Cancel' and 'OK'.

PLEASE NOTE - ENTERING YOUR EMAIL ADDRESS HERE WILL NOT WORK, YOU NEED TO ENTER YOUR USER NAME WHICH IS THE NAME YOU ENTER WHEN LOGGING INTO OSPREY.

An email will be sent containing a temporary password to the email address registered against your User Name. Please ensure to check your junk or spam folder if this does not arrive almost instantly. The email will come from [noreply@ospreyapproach.com](mailto:noreply@ospreyapproach.com)

## Password reset successfully



noreply@ospreyapproach.com

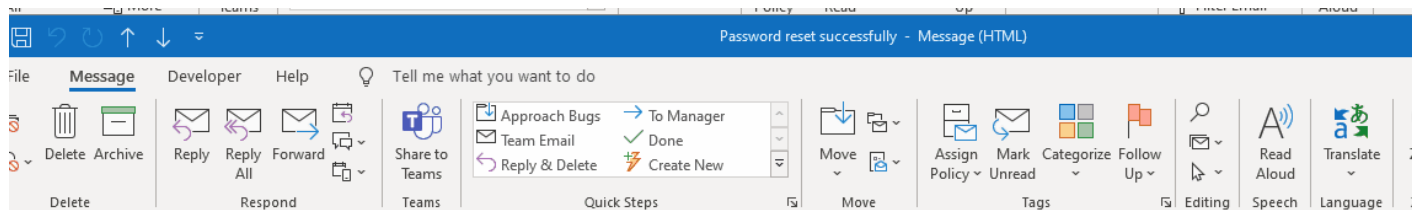
To Mitzi Broom

Dear Supervisor,

Your new temporary password is: JXdHY

Please log in with this password and choose a new one.

Log in to Osprey again with the temporary password from the email. Osprey will now prompt you to change your password to something more memorable. Enter and confirm your new password choice, then click Sign In.



## Password reset successfully



noreply@ospreyapproach.com

To Mitzi Broom

Archive Never

Dear Supervisor,

Your new temporary password is: JXdHY

Please log in with this password and choose a new one.



Your password is now changed.

Should you see Invalid Credentials under the Confirm Password box close your browser and launch Osprey again log in with your newly set password.