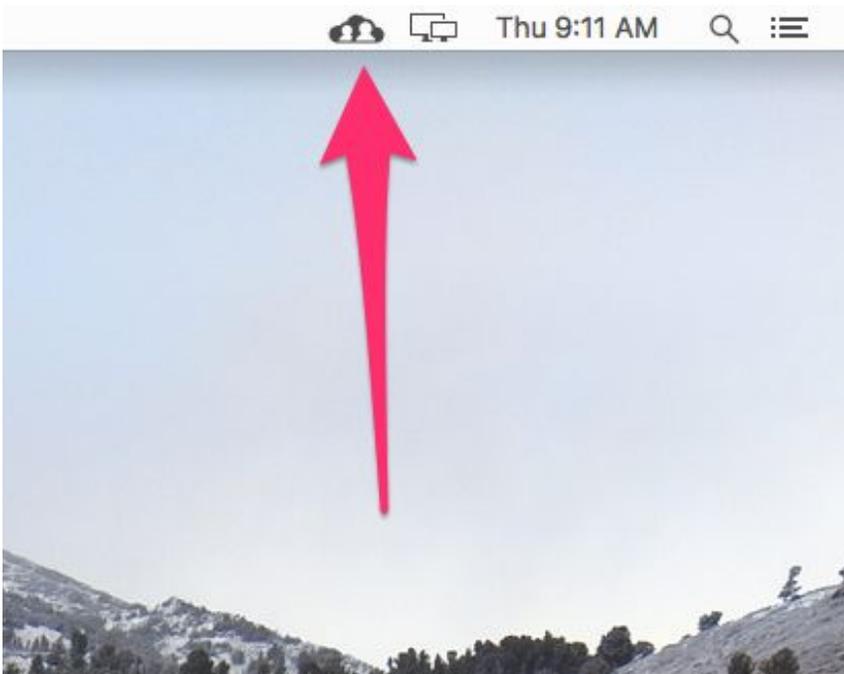


Reset from your Mac (recommended)

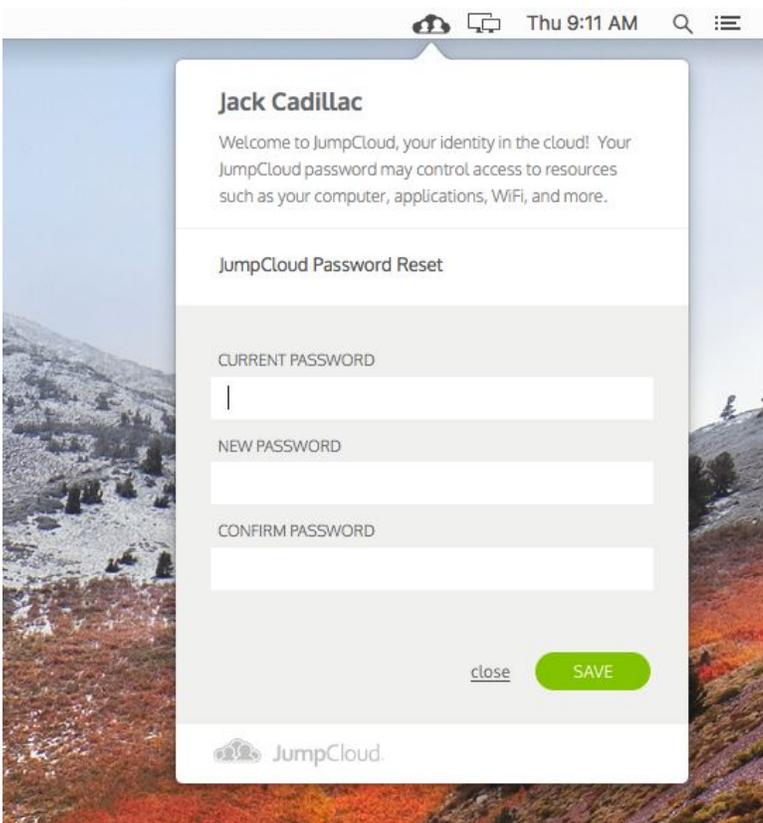
We recommend this option...it's really secure and fewer steps.

1 - Open the JumpCloud App from your Mac menu bar



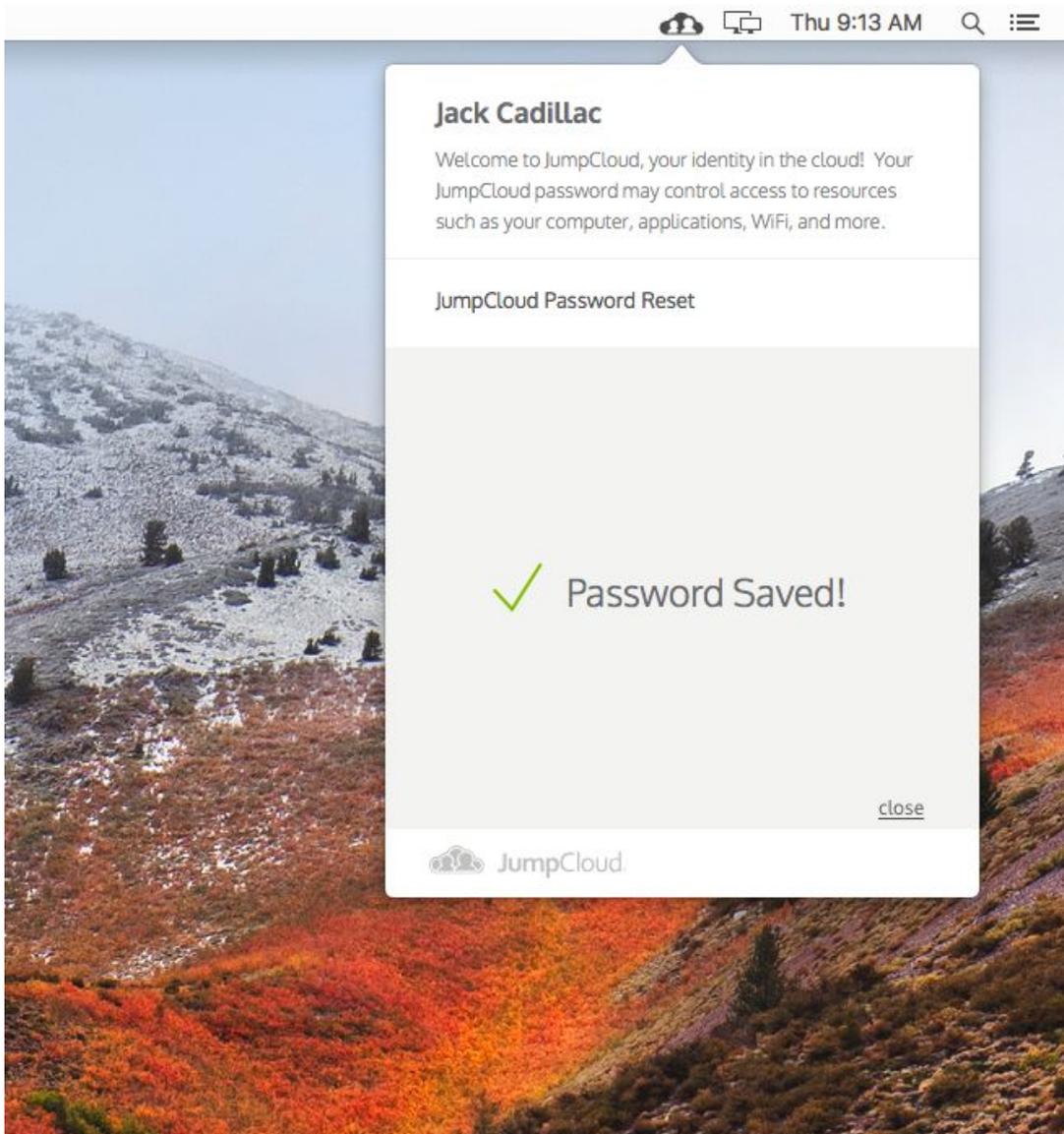
Note: If you don't see the app, it's not enabled for your account...move on to [Reset from any browser.](#)

2 - Enter your current password and your new password.



Note: If you're asked for an MFA token within the App by way of an additional MFA field becoming visible, you have MFA enabled on your JumpCloud account and need to enter in a token along with your new password. You should already have a token generator app on your phone or desktop like Google Authenticator, Duo Mobile, FreeOTP or Yubico Authenticator. Open your MFA app, find your JumpCloud User MFA token, and type the token you see.

3 - Click Save. Your password will be reset for your computer and all your other services connected to your JumpCloud account.

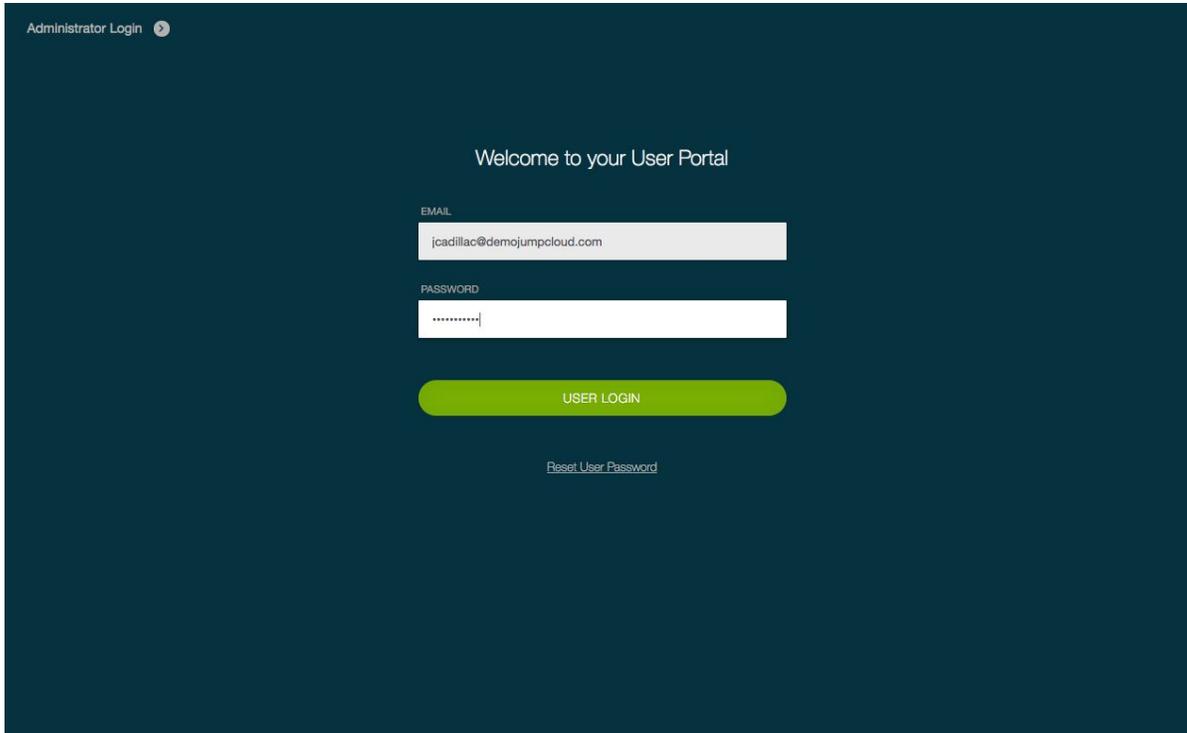


Note: If your account gives you access to SSO apps, you may need to sign into your apps a little while after you update your password. The timing depends on the app and how often your browser session is refreshed.

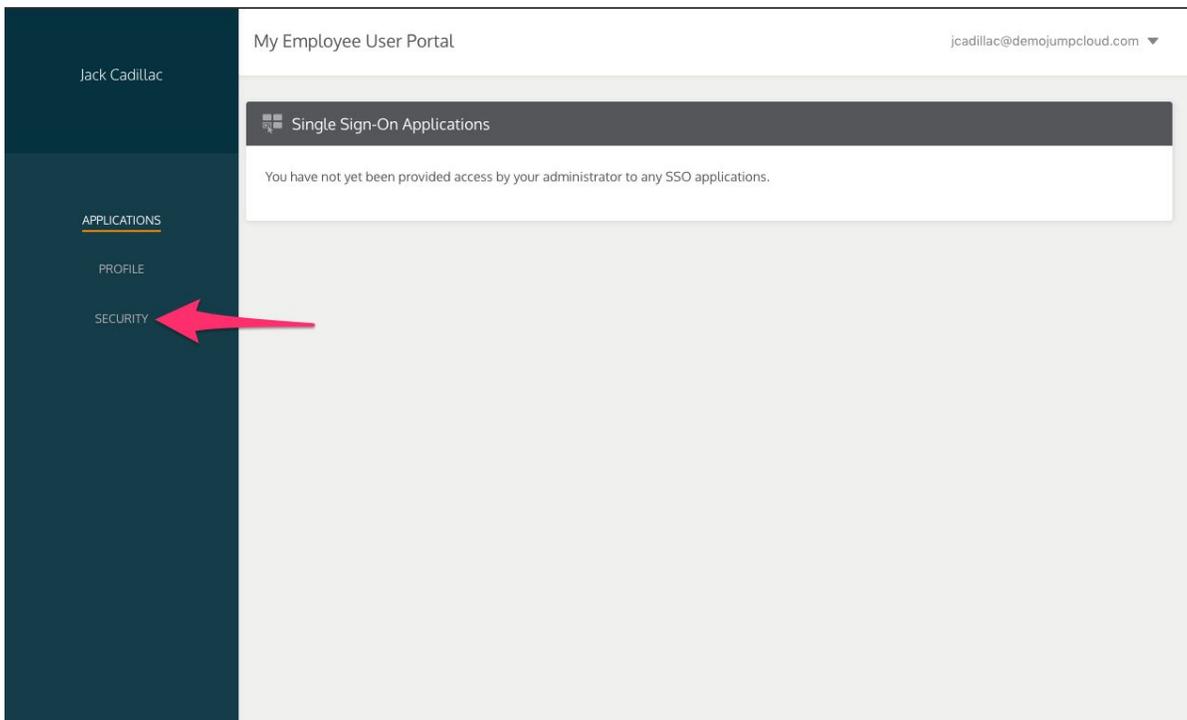
Reset from any browser

Use this option if you don't see the JumpCloud App on your Mac menu bar, or if your password is about to expire, and you don't have your Mac handy.

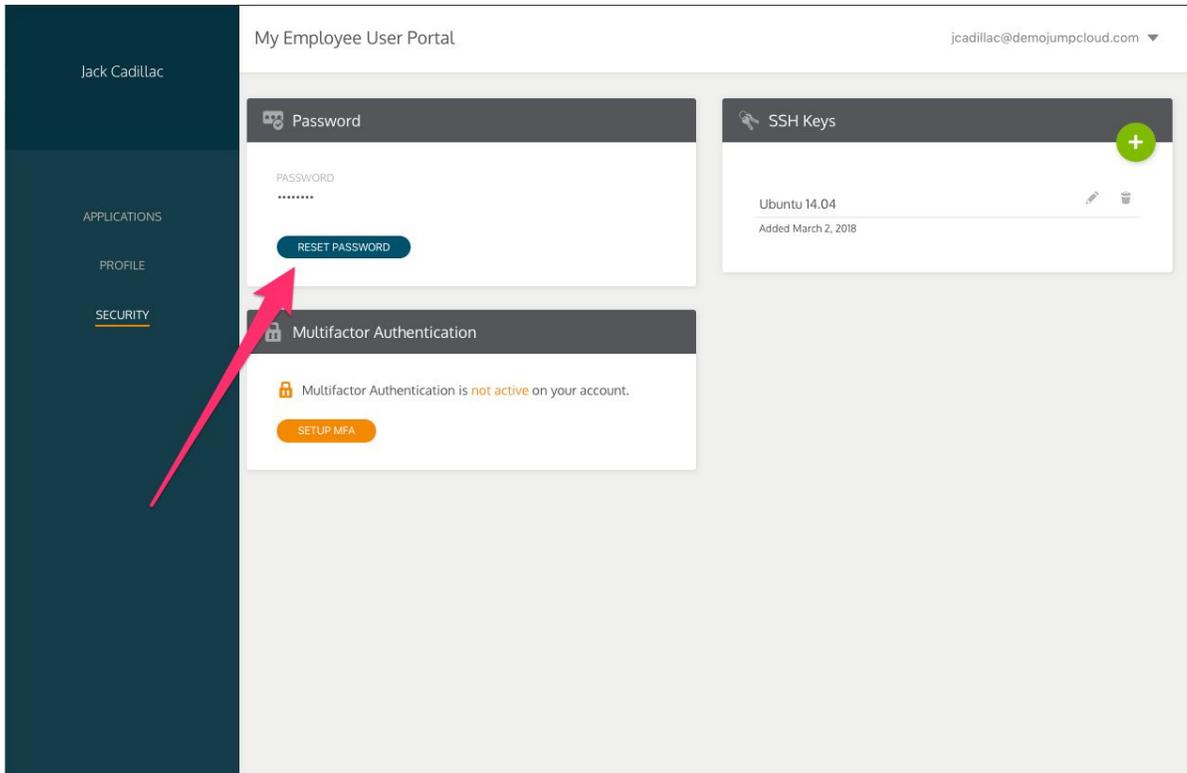
1 - Login to the JumpCloud User Portal (<https://console.jumpcloud.com>)



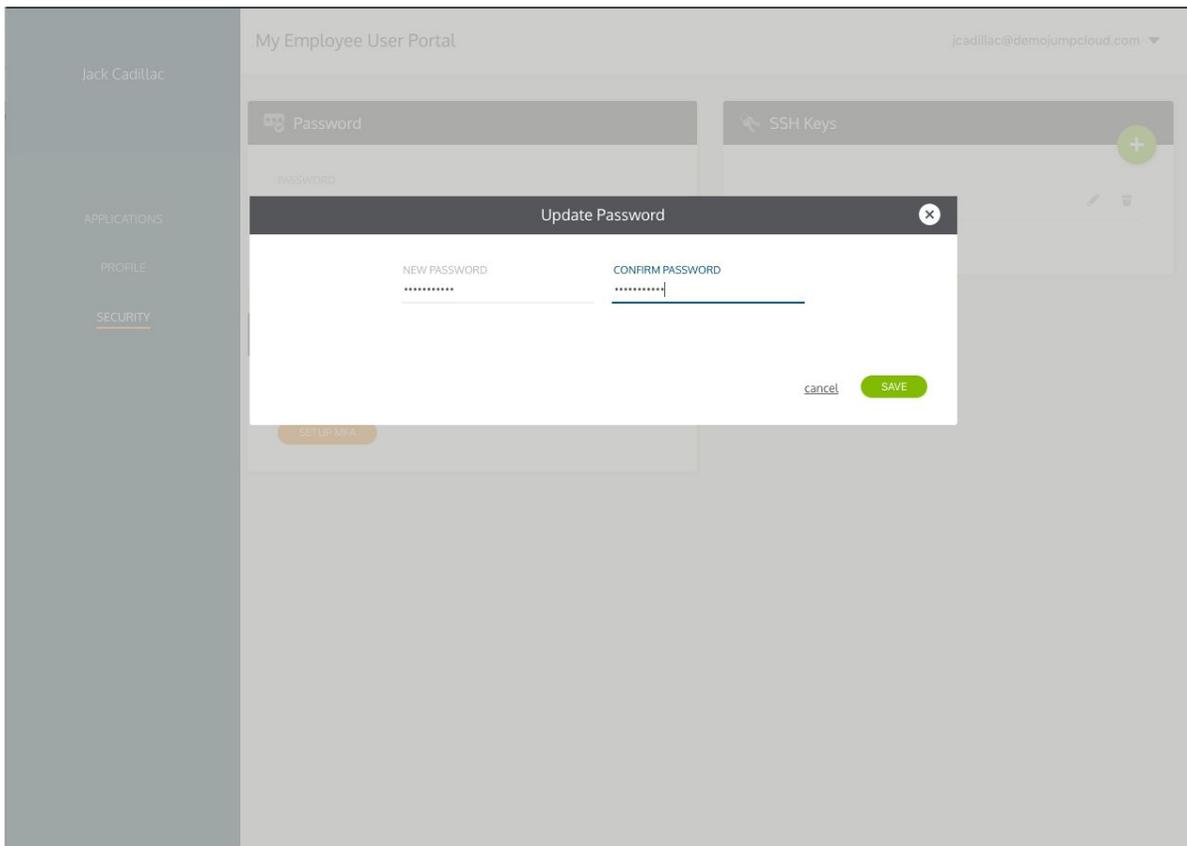
2 - Click on Security



3 - Click on Reset Password

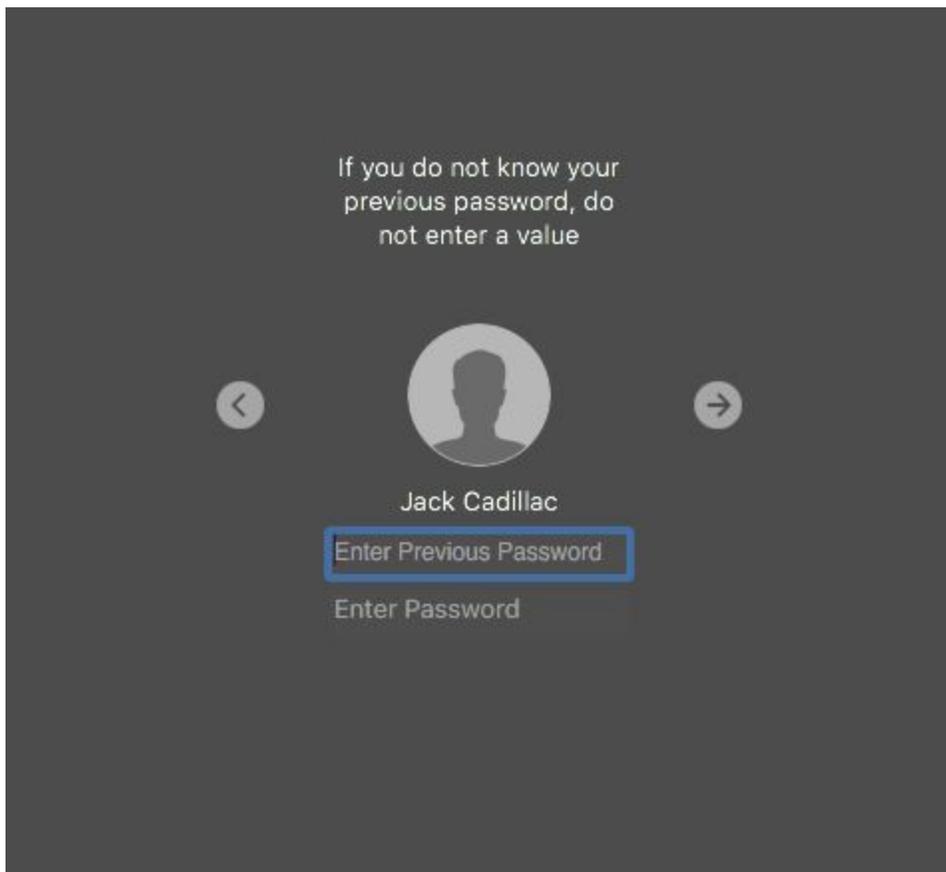


4 - Enter your new password and confirm it.



5 - Click **Save**. Your password will be reset for everything connected to your JumpCloud account.

Note: If your Mac uses JumpCloud to manage your password, then you'll be asked to enter your old password and your new password next time you log into your computer. In the future, you can avoid this step by changing your password with [Reset from your Mac](#).



Note: If your account gives you access to SSO apps, then it may take a little while for your password to be updated. It depends on the app and how often your browser session is refreshed.