

Resetting Your Password

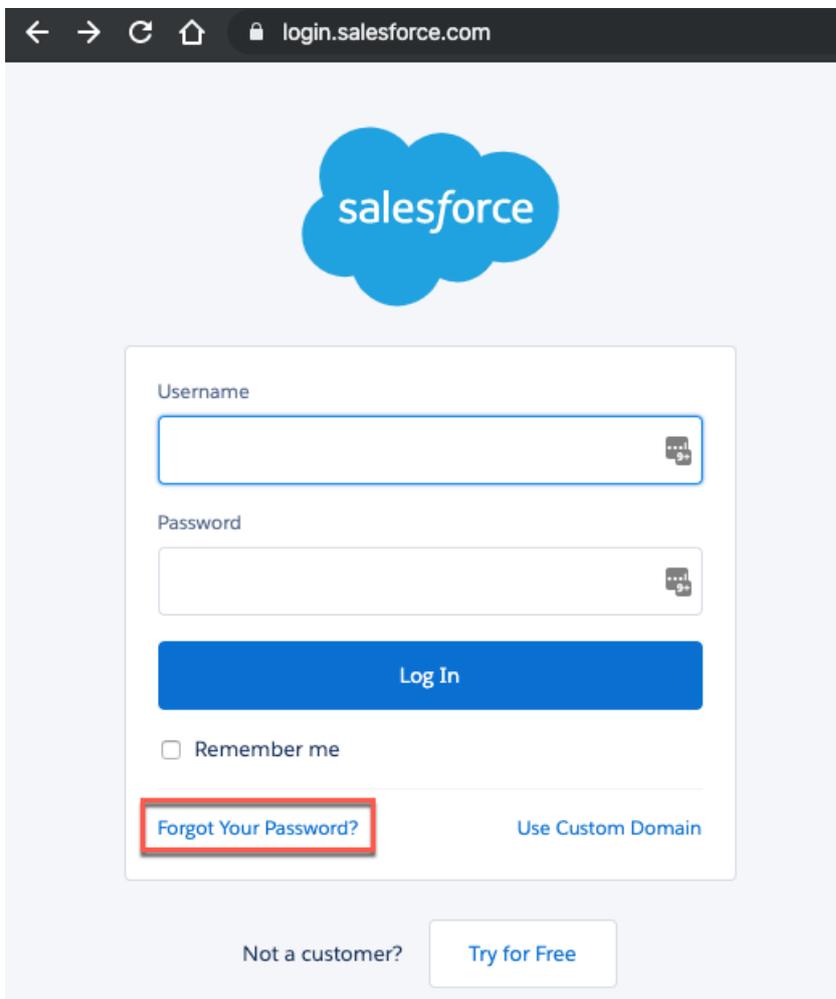
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In order to reset your password for Riskconnect ESG on Salesforce, you can use the [Forgot Your Password?](#) link on the login.salesforce.com screen.

If you have received the email to join Salesforce and you have never logged in, the [Forgot Password?](#) link will not work. Please [Log a Case with Riskconnect ESG Customer Support](#) to get a new invite.

To reset your password:

1. In your web browser, go to .
2. Click **Forgot Your Password?**



The screenshot shows the Salesforce login page in a web browser. The address bar displays 'login.salesforce.com'. The page features the Salesforce logo at the top. Below the logo is a login form with the following elements: a 'Username' input field, a 'Password' input field, a blue 'Log In' button, a 'Remember me' checkbox, a 'Forgot Your Password?' link (highlighted with a red box), and a 'Use Custom Domain' link. At the bottom of the page, there is a 'Not a customer?' link and a 'Try for Free' button.

3. Enter in your username and then click **Continue**.



Forgot Your Password

Having trouble logging in?

- Usernames are in the form of an email address.
- Passwords are case sensitive.
- [Sandbox Login](#)

To reset your password, enter your Salesforce username.

Username

[Video: Need Help Logging In?](#)

4. After you have triggered a password reset, you will need to check your email for a password reset link.



Check Your Email

We've sent you an email with a link to finish resetting your password.

Can't find the email? Try checking your spam folder.

If you still can't log in, have us [resend the email](#) or contact your Salesforce administrator.

If you do not know the username or password and do not have access to the email address associated with your company's Salesforce Org (i.e. the previous Riskconnect ESG administrator has left the company), you will need to [Log a Case with Riskconnect ESG Customer Support](#) to help recover it.