

Reset your password

Phone Copilot: Forgot and Reset Password

This article explains how users can recover access to phone Copilot when they forget their password, and how they can set a new password safely.

What this feature does

- Lets a user request a password reset link by entering the email that is linked to the account.
- Sends a one time link to that email so the user can create a new password.
- Protects privacy by not saying if an email exists in our system.

Forgot Password

1. Go to **Forgot Password** from the sign in screen.
2. Enter your email address and select **Send reset link**.
3. If that email is in our system, you will receive an email with a reset link.
4. The page will show: **If the address is in our system, we have sent a reset link.**

Notes

- The reset link expires after a short time. The default is 15 to 60 minutes.
- If you try many times, you may see a rate limit message. Please try again later.
- Check spam or junk folders if you do not see the email.

Reset Password

1. Open the email on a trusted device and select the **Reset password** link.
2. A secure page will open in your browser.
3. Enter a new password and confirm it.
4. Select **Reset password** to finish.
5. You will see **Your password has been updated** and a link to sign in.

Password tips

- Use at least 8 to 12 characters.
- Include a mix of letters and numbers.

- Avoid names, common words, or old passwords.

If the link does not work

- If the page says **This link is invalid or has expired**, request a new link from **Forgot Password**.
- If you cannot access the email account, contact Support so we can help verify your identity.

Security and privacy

- For safety, we do not confirm whether an email exists in phone Copilot.
- The reset link can be used one time only and then becomes invalid.
- After a successful reset, recent sessions may be signed out for your security.

I did not request a reset

- If you receive a reset email that you did not request, you can ignore it. Your password will not change unless someone uses the link.
- For extra safety, sign in and change your password, and turn on multi factor authentication if your account supports it.

Getting help

If you need help at any point, contact **Phone Copilot Support** at support-connect@simbo.ai or from the Help menu inside the app.

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