

How to reset your password in JSMobile - Service Management Portal

- In order to enable or disable forgot your Password in Jira Service Management check the below link
<https://confluence.atlassian.com/jirakb/disabling-forgotten-your-password-jira-service-desk-link-777026976.html#>

To reset password from Android

1. In login screen enter your URL in the URL field



2. Press Validate URL, once Validation succeeds. The Forgot Password option will be shown check the below image. Press on Forgot your password? and enter your Username or Email.



To reset password from iOS

1. In login screen enter your URL in the URL field and the press login



2. After Login button pressed below view will appear that contain Forgot your Password.



3. On clicking on Forgot your Password, below view will appear to reset your password
a. In case of server



b. In case of cloud

