

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



A mobile application interface for password reset. The screen has a light blue background. At the top, there is a dark blue header with the text "Reset Password" in white. Below the header, there is a white input field with the placeholder text "Email" and a small blue icon of an envelope on the right. Below the input field, there is a blue button with the text "Send Recovery Link" in white. At the bottom left, there is a blue icon of a left-pointing arrow inside a square. The status bar at the very top shows the time "7:40" and battery level "100%".