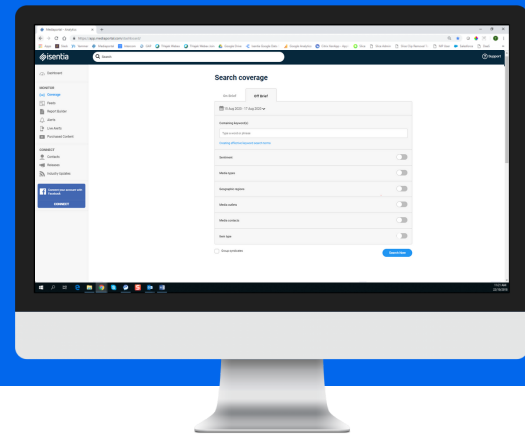




# Changing your Mediaportal password




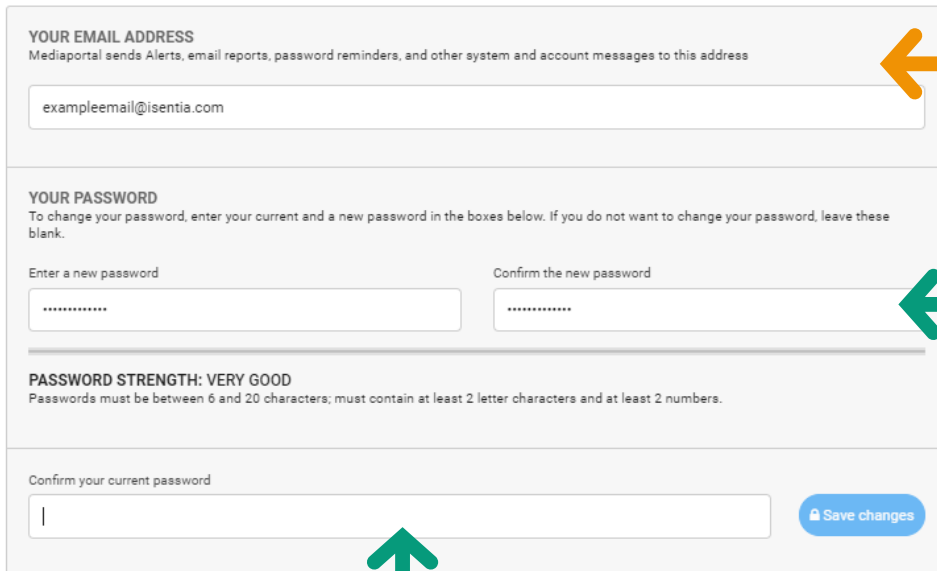
You must be logged in to the Mediaportal platform to update your password. Once you have logged into Mediaportal you can update your password by following these steps:

- 1 Select the logo icon located in the top right hand corner of the Mediaportal screen


- 2 Select *Your Settings* to access account settings including managing your platform setup and linked social accounts



 **Quick Access:** If you are logged into Mediaportal you can also access the below via this link: <https://app.mediaportal.com/#/mp-settings/mp-settings/yoursettings>



**YOUR EMAIL ADDRESS**  
Mediaportal sends Alerts, email reports, password reminders, and other system and account messages to this address

exampleemail@isentia.com

**YOUR PASSWORD**  
To change your password, enter your current and a new password in the boxes below. If you do not want to change your password, leave these blank.

Enter a new password: [input field]  
Confirm the new password: [input field]

**PASSWORD STRENGTH: VERY GOOD**  
Passwords must be between 6 and 20 characters; must contain at least 2 letter characters and at least 2 numbers.

Confirm your current password: [input field] Save changes

Here you can also update the email address linked to your Mediaportal account

3 Enter the new password you want to use and re-enter the new password to confirm it is correct

Passwords must contain between 6-20 characters and at least 2 letters and 2 numbers

4 Input your current password and click *Save Changes* to finalise the updates

## Cant login to Mediaportal?

On the Mediaportal login screen, click on *Problems logging in* or follow [this link](#) to generate an email containing your current login details

## Still stuck?

Get in touch with your Account Management Team who will be able to assist

