

Forgot Password/Reset Password

Forgot Password / Reset Password

If you forget your password, you can securely reset it using the Forgot Password process.

This process helps verify your account and allows you to create a new password without needing to know your current one.

How the Forgot Password Process Works

Step 1. Enter Your Account Details

On the Forgot Password screen, you will be asked to enter:

- your username,
- and your email address associated with the account.

This information is used to help locate and verify your account.



AVALON

Forgot password

Enter your username and the email associated with your account; we'll send you a link to set a new password.

USERNAME

EMAIL

 Send reset link

 I forgot my username

[← Back to sign in](#)

Step 2. Account Verification

If a matching account is found, the system sends a password reset email to the registered email address. The email contains a secure reset password link.

For security reasons, the reset link:

- is unique,
- can only be used for password reset,

- and will expire after 60 minutes.

We received a request to reset your password. Click the button below to choose a new one. This link expires in 60 minutes. If you didn't request this, you can safely ignore this email.



Or paste this link into your browser: [https://\[redacted\].avionsoftware.io/Identity/Reset?token=3ZQoW61IUmcvjOYFbGik-A-wfs1aVN-fjAOL2Ukl8&client_id=aspnetAvalon](https://[redacted].avionsoftware.io/Identity/Reset?token=3ZQoW61IUmcvjOYFbGik-A-wfs1aVN-fjAOL2Ukl8&client_id=aspnetAvalon)

This request came from IP address [redacted]. If that wasn't you, you can ignore this email — your password hasn't changed.

If you need help, contact your administrator.

Step 3. Open the Reset Link

When you click the reset password link in the email, you will be taken to the Reset Password screen.

There, you can create a new password for your account.

Reset password

Choose a new password for your account.

NEW PASSWORD

- ☐ At least 12 characters
- ☐ Contains an uppercase letter
- ☐ Contains a lowercase letter
- ☐ Contains a digit
- ☐ Contains a special character
- ☐ Cannot match any of your last 3 passwords

 We check your password against known data breaches via a privacy-preserving check — only an anonymised hash prefix is sent, never your full password.

CONFIRM NEW PASSWORD

✓ Set new password

New Password Requirements

Your new password must:

- Be at least 12 characters long
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one number
- Contain at least one special character
- Not match any of your last 3 passwords

These requirements help improve account security and reduce the risk of unauthorized access.

Password Security Checks

As part of the reset process, your new password is also checked against known public data breaches.

This is done using a privacy-preserving security check:

- only an anonymized portion of a password hash is checked,
- your full password is never sent,
- and the original password cannot be reconstructed from the information shared.

This helps prevent the use of compromised passwords while protecting your privacy.

After Resetting Your Password

Once your password has been successfully reset:

- you can sign in using your new password,
- and you will be asked to complete additional verification steps when signing in again such as passcode, authenticator code or email OTP.

If you did not request a password reset, it is recommended that you:

- ignore the email,
- avoid clicking the reset link,
- and contact support if you are concerned about unauthorized activity.