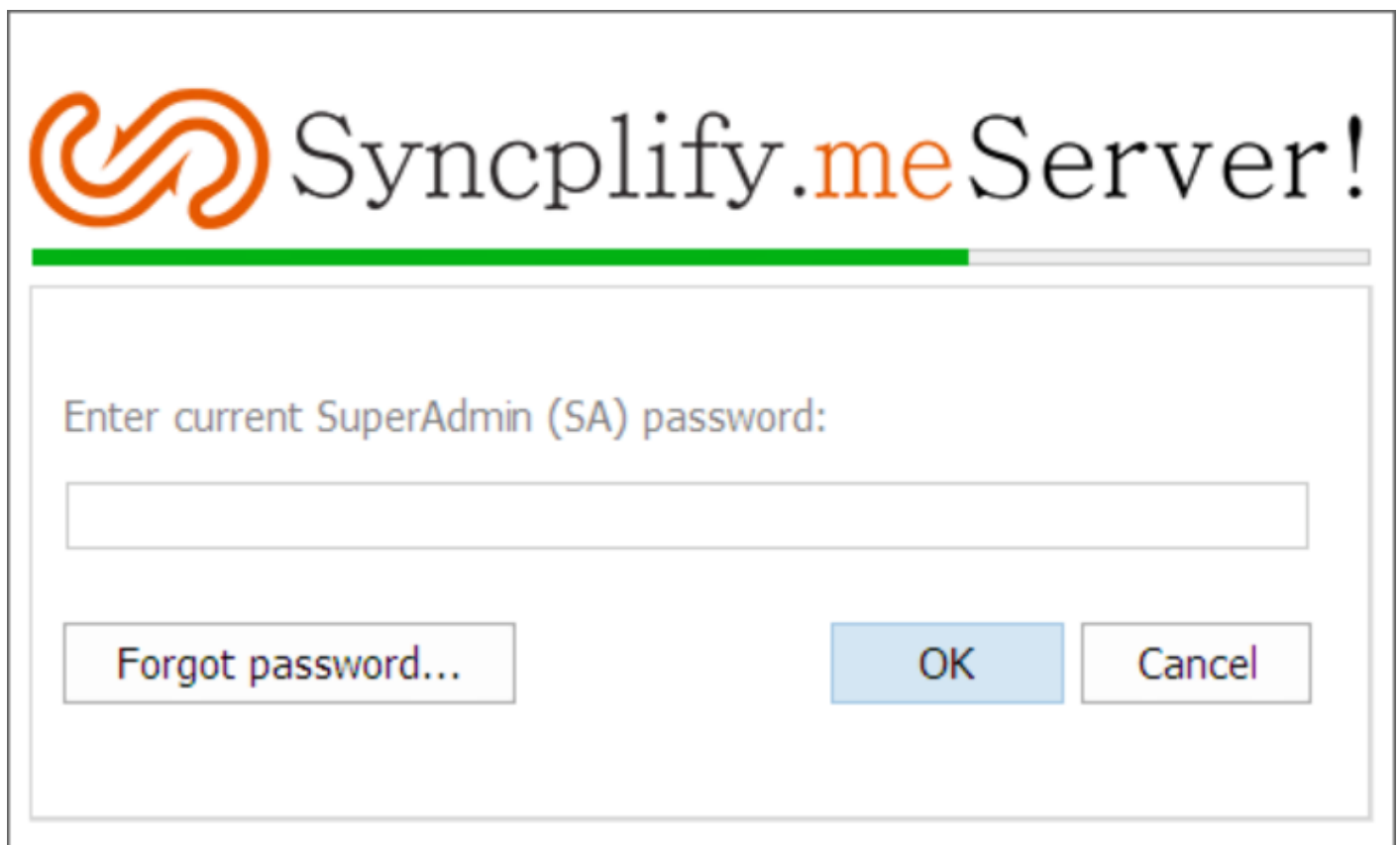


How to reset the SuperAdmin (SA) password in v4/v5

This article refers to **older versions (v4/v5)** of our software. The procedure for Syncplify Server! v6 can be found [here](#).

If you happen to forget - or simply want to change - the SuperAdmin (SA) password of your Syncplify.me Server! v4/v5 you can reset it by following the procedure here below:

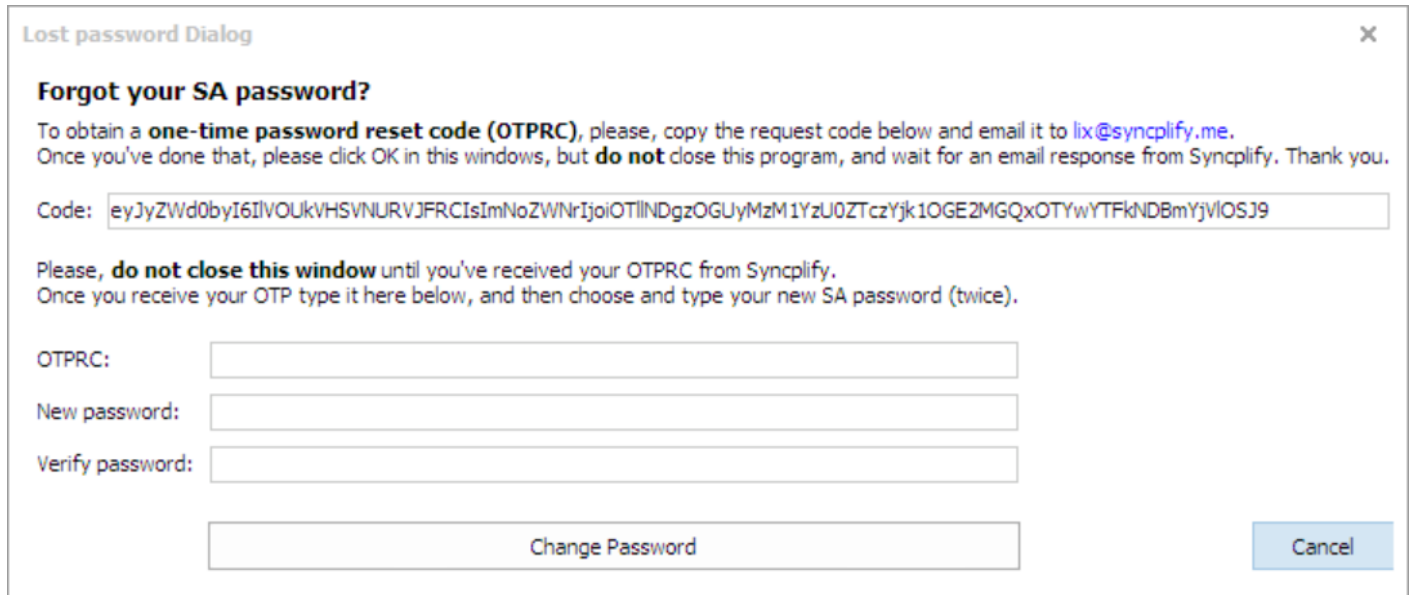
First of all, you have to make sure that the **Syncplify.me Server! Web/REST Service** is in the **"running"** state. Once you've made sure of that, please run Syncplify's **Configuration Wizard**. There's a link in the Start menu to run it.



The screenshot shows a dialog box titled "Syncplify.me Server!". The title bar has a green segment on the left. Inside the dialog, the text "Enter current SuperAdmin (SA) password:" is displayed above a text input field. Below the input field, there are three buttons: "Forgot password..." on the left, and "OK" and "Cancel" on the right. The "OK" button is highlighted in blue.

Once the HTTP/REST Configuration Wizard is run, you will see a “**Forgot Password**” button. Click it!

When you click the “Forgot Password” button, you’ll be given a **long identification code (also known as OTPRC)** that you need to send to us in order to receive your unique one-time SA password reset code.



Lost password Dialog [X]

Forgot your SA password?

To obtain a **one-time password reset code (OTPRC)**, please, copy the request code below and email it to lix@syncplify.me. Once you've done that, please click OK in this windows, but **do not** close this program, and wait for an email response from Syncplify. Thank you.

Code:

Please, **do not close this window** until you've received your OTPRC from Syncplify. Once you receive your OTP type it here below, and then choose and type your new SA password (twice).

OTPRC:

New password:

Verify password:

At this point, it's important that you **DO NOT CLOSE the Configuration Wizard**.

Wait until someone from Syncplify technical support sends you a “reset code”. When you receive such “reset code” you can use it as a temporary (one-time) password to log in as SA.

Once logged in, follow the entire Wizard to reconfigure your HTTP/REST service, you’ll notice that one of the steps will ask you to set (in this case reset) your SA password. Set your new SA password to anything you like and complete the Wizard.

Revision #1

Created 22 July 2023 00:47:40 by DevTeam

Updated 22 July 2023 00:51:45 by DevTeam