

# Avoid Being Locked Out of Unifier or How to Reset a Password

Unifier allows 3 login attempts to provide the correct password/username. If locked out, the user should contact the Unifier System Administrator at: [SPU\\_CMD\\_SystemAdministrator@seattle.gov](mailto:SPU_CMD_SystemAdministrator@seattle.gov).

Note: Resetting a password can take from 20 minutes to 24 hours.

## Best Practice: Set Up a Password Recovery Question

1. Log into Unifier
2. Click on Preferences in the upper right corner of the Unifier window.



### Change Password or Create Password Recovery Question

3. Click the Security tab.



4. Enter your password in Current Password, Password and Confirm Password field.
5. Select a question from the Question 1 field and enter your response into the Answer field. Additional questions are optional.
6. Click OK.

- After 2 unsuccessful login attempts, click 'Forgot Password'
- Enter your user name and email address
- Your Secret Question will appear – provide your answer and submit
- Check your email for new temporary password (Repeat step 1 -6)

## If a Password Recovery Question has not been Set Up

- After the 2nd unsuccessful login attempt, contact your Unifier System Administrator.

**Note:** After 3 attempts, it takes longer to reset a password since the process is more involved.

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For Unifier assistance or questions – contact the CMD System Administrator

Email: [SPU\\_CMD\\_SystemAdministrator@seattle.gov](mailto:SPU_CMD_SystemAdministrator@seattle.gov)  
Telephone: 206.684.5191