How do I change my password?

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In short:

You can change your password directly in the **Care Tracker app** or in the **Subscription Management** portal.

How to change your password in the Care Tracker app:

1. Open the **Care Tracker app**.
2. Tap the gear icon in the top right corner to open **Settings**.
3. Select **Change password** from the menu.
4. Enter your current password.
5. Enter your new password and confirm it.
6. Tap **Save** to finish.

How to change your password in the Subscription Management portal:

1. Go to **Subscription Management** – here.
2. Select **Account** in the side menu.
3. Scroll down to the **Password** section.
4. Enter your current password.
5. Enter your new password and confirm it.
6. Tap **Change your password** to apply the change.

Password requirements:

To keep your account secure, your password must meet the following criteria:

- Must be at least 10 characters long (up to 100 characters).
- Must include at least one uppercase letter.
- Must include at least one lowercase letter.
- Must include at least one special character, e.g. @, #, or ?.
- Must be significantly different from your previous passwords.

Tip:

Choose a password that’s easy for you to remember but hard for others to guess.

Avoid using personal information such as names or birth dates.

Note:

If you’ve forgotten your password, you can reset it by tapping “Forgot password” on the login screen in the app or in the portal.