



DokumentID
2078973, (2.0 Godkänt)
Reg nr

Sekretess
C1 - Öppen
Dokumenttyp
Instruktion

Sida
1(4)

Författare
2025-03-11 Per H Sandberg
Kvalitetssäkring
2025-03-11 Per H Sandberg (Godkänd)

Changing/resetting password in Interaxo OnPrem

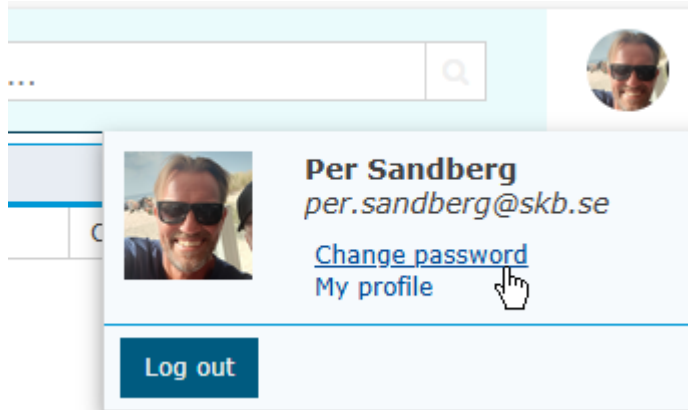
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1 Change password

If you are logged in to IOP and want to change your password, do the following:

1. Click on your profile in the upper right corner and select "Change password":



2. An information box will appear. Click "Change password".
3. Enter your old password in the next dialog and your new password in the one after.
4. Note: The password must contain at least 14 characters, including at least one uppercase letter, one lowercase letter, one number, and one special character.
5. Done.

2 Reset password / forgotten password

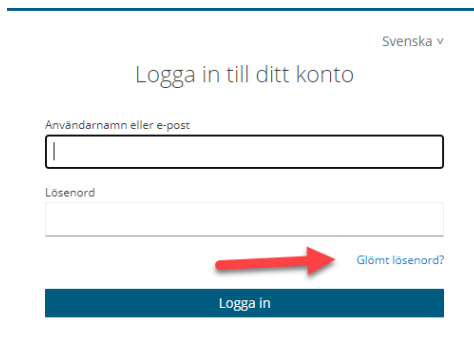
Do the following to reset a “forgotten” password:

1. Delete the old Interaxo account created in your authenticator app (Microsoft Authenticator or Google Authenticator) on your mobile.

In Google Authenticator, swipe left on the account to delete.

In Microsoft Authenticator, go to the account and click on settings (gear in the top right corner) and select "Delete".

2. Go to iop.skb.se in a browser.
3. Click "Glömt lösenord" (Forgot password)



4. Enter your email address and then "Send".
5. Click on the link in the email sent to you.

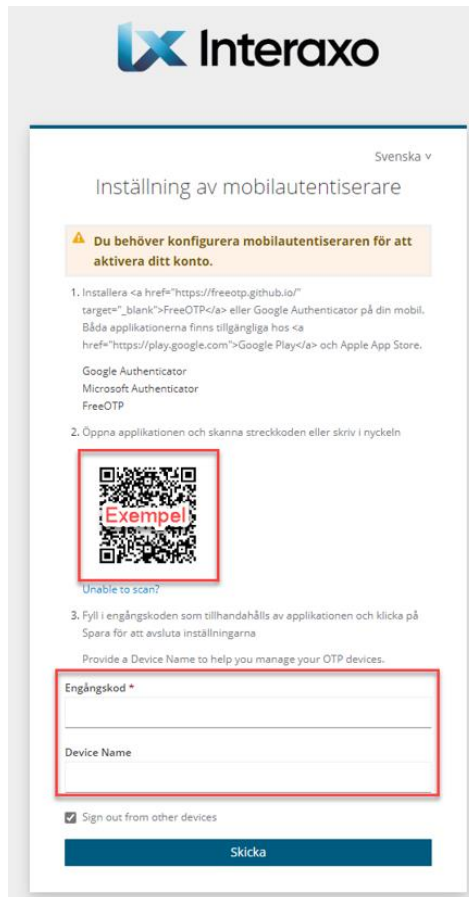
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6. Create a new account in your authenticator:

Use the QR code to create a new account in the authenticator.

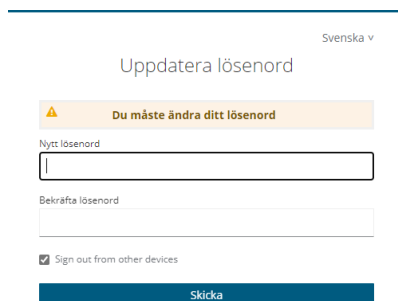
NOTE! The one that appears on the screen!

Fill in the code that appears and an optional device name (ex: mobile) and then press "Send".



7. Enter the new password and press "Send":

Note: At least 14 characters, including at least one uppercase letter, one lowercase letter, one number and one special character.



8. Done!