

# Retrieving a Lost Password

With your clinic's Open ACU account you cannot retrieve a lost password because passwords are encrypted. You can request your password to be reset. If you request a password reset you will be sent an email with a link. That link will give you an opportunity to reset the password. Be advised that reset links expire after 4 hours.

## Forgot Your Password?

Enter your email address and we will send you an email with instructions on how to reset your password.

---

Revision #2

Created Mon, Jul 20, 2020 3:51 PM by [Joe](#)

Updated Tue, Jul 21, 2020 1:09 PM by [Joe](#)