



Password reset and recovery

Purpose

Recover access to an account with the forgot-password flow, and change your password while signed in.

Prerequisites

- For a reset: access to the email inbox or phone number on the account, so you can receive the reset code.
- For a password change: an active portal session (you must be signed in).

Steps

1 Step 1

The screenshot shows the Ringle website's password reset wizard. At the top, the Ringle logo is on the left, and 'Home' with a toggle switch is on the right. The main content area features a central white card with a progress bar at the top showing three steps: 1 (Request Reset Code, active), 2 (Enter Code and New Password), and 3 (Reset Success). Below the progress bar, there is a dropdown menu for 'Authentication Method' with 'Email' selected. Underneath is an 'Email *' input field. A 'Send Reset Code' button is positioned below the input field. At the bottom of the card is a '← Back to Login' link. The footer contains the Ringle logo, a description of the platform, and links for Product, Security, Pricing, Company, and Legal (Terms of Service, Privacy Policy, Cookie Policy).

Ringle

Home

1 Request Reset Code 2 Enter Code and New Password 3 Reset Success

Authentication Method
Email

Email *

Send Reset Code

← Back to Login

Ringle

Ringle is a voice and text ordering platform that connects to your POS and storefront — whether that's Square, Shopify, or your own system — so customers can place orders by phone while you manage everything from one place.

PRODUCT
Product
Security
Pricing

COMPANY
Contact

LEGAL
Terms of Service
Privacy Policy
Cookie Policy

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⚡ **Action:** Go to <https://portal.getringle.com/forgot-password>, or click "Forgot your password?" on the login page.

✓ **What you should see:** The reset wizard opens on step 1 of 3 (Request Reset Code, Enter Code and New Password, Reset Success). It shows an Authentication Method selector set to Email, an Email field, a Send Reset Code button, and a Back to Login button. Send Reset Code stays disabled until the field is filled.

2 Step 2

Ringle Home

1 Request Reset Code 2 Enter Code and New Password 3 Reset Success

Authentication Method
Email

Email*
ymagician+ringle-guide-jul2026@gmail.com

Send Reset Code

← Back to Login

Ringle

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⚡ **Action:** Keep Email as the method, or switch to phone if your account uses one. Type the email address on your account. Click Send Reset Code.

✓ **What you should see:** The wizard advances to step 2, Enter Code and New Password. A reset code is emailed to the address you entered.

3 Step 3

The screenshot shows the Ringle password reset process at Step 3. The top navigation bar includes the Ringle logo and a 'Home' link with a toggle switch. The main content area features a progress indicator with three steps: 'Request Reset Code' (completed), 'Enter Code and New Password' (current step), and 'Reset Success' (pending). A success message banner states: 'We've sent a password reset code to crankymagician@ringle-guide-jul2026@gmail.com. Check your inbox and enter the code below.' Below this, there are three input fields: 'Reset Code *' containing '594109', 'New Password *' with masked characters and a toggle icon, and 'Confirm Password *' also with masked characters. A dark 'Reset Password' button is positioned below the fields. At the bottom of the form are 'Back' and 'Back to Login' links. The footer contains the Ringle logo, a description of the platform, and links for Product, Security, Pricing, Company, and Legal policies.

Ringle

Home

Request Reset Code Enter Code and New Password Reset Success

✓ We've sent a password reset code to crankymagician@ringle-guide-jul2026@gmail.com. Check your inbox and enter the code below. ✕

Reset Code *
594109

New Password *
.....

Confirm Password *
.....

Reset Password

← Back Back to Login

Ringle

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⚡ **Action:** On the Enter Code and New Password step, type the code from the email into the Reset Code field. Then type your new password into the New Password and Confirm Password fields.

✓ **What you should see:** A banner confirms the code was sent to your address. The code and both password fields show your input, and the Reset Password button is ready to click.

4 Step 4

Screenshot not available (the reset could not be completed in this session)

⚡ **Action:** Click Reset Password to finish the wizard, then return to the login page.

✅ **What you should see:** The Reset Success step confirms the change. Sign in with the new password.

5 Step 5

Ringle

Home Dashboard Log Out

Current Password

New Password

Must be at least 12 characters with uppercase, lowercase, number and special character

Confirm Password

Change Password

Ringle

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PRODUCT

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⚡ **Action:** To change your password while signed in, go to <https://portal.getringle.com/change-password>. Fill in Current Password, New Password, and Confirm Password. Click Change Password. The same form is also available on the Security tab of Account Settings.

✓ **What you should see:** The form notes the policy under the New Password field: at least 12 characters with uppercase, lowercase, a number, and a special character. On success, your password is updated and future sign-ins require it.

Troubleshooting

- The reset email does not arrive: check spam, confirm you typed the address on the account, and wait a minute before requesting another code. Requests for unknown addresses do not reveal whether an account exists.
- The reset code is rejected: codes expire after a short period. Request a fresh code and use the most recent email.
- The new password is rejected: it must be at least 12 characters and include uppercase, lowercase, a number, and a special character. The confirmation must also match.

Notes

- Routes: `/forgot-password` (reset wizard) and `/change-password` (signed-in change form).
- Source components: `components/auth/ForgotPassword.jsx` and `components/auth/ChangePassword.jsx` in the portal app.
- Forced set-password flow: an administrator can require a password change at your next sign-in. That sends you to the same change-password form before the portal opens. That state could not be captured because it requires the flag to be set on the account.
- The reset wizard supports email and phone methods; the phone method sends the code by SMS to the number on the account.