

# Resetting the End User Quarantine (EUQ) user password

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## Q. How can I reset my password for the ProtectLink Gateway Email Protection EUQ console?

A.

To reset your password, you can do either of the following steps:

### **Step 1:**

Click the *Forgot Password* link on the console and provide the information requested.

**Note:** If the information does not match what was originally entered during registration, the password reset will fail.

### **Step 2:**

Request your *ProtectLink Gateway* Administrator to reset the password.

Administrators can reset the password of EUQ users by doing the following:

### **Step 1:**

Log in to the *ProtectLink Gateway* console.

### **Step 2:**

Click the *ProtectLink* tab and then click *Email Protection*.

### **Step 3:**

Click *Administration* and followed by *End user password*.

### **Step 4:**

On the Change user password screen, enter the EUQ user's email address and provide a new password for the user.

### **Step 5:**

Click *Save*.

## Related Information

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