

# Certify Password Reset

## Using the Forgot Password Function

### Forgot Password

Access the Concur login page <https://enterprise.certify.com> and click *Lost Password*.



The screenshot shows the Certify login interface. At the top, the logo reads "certify" with a red checkmark icon and the tagline "travel & expense made easy". Below the logo is a "User Login" section with three input fields: "Company", "Member ID", and "Password". There is a "Lost Password" link below the password field. At the bottom of the login section are a "Remember Login" checkbox and a green "Login" button. To the right is a "Resources" section with two links: "Quick Reference Guide" and "Frequently Asked Questions".

Enter your Last Name, E-mail and Company name and click *Go* to verify your email and set a new password.



The screenshot shows a "Lost Password" dialog box. It contains the following text: "Enter your personal information to have your Member ID and password sent to your e-mail address stored in your profile." Below this text are three input fields: "Last Name", "E-mail", and "Company Name". At the bottom right of the dialog box is a blue "GO" button.

If you need additional assistance and your company uses Single Sign On, contact your internal travel department. For all other companies, contact Direct Travel at 800-999-7939 or [onlinetoolsupport@dt.com](mailto:onlinetoolsupport@dt.com).