

## Requesting Your Password

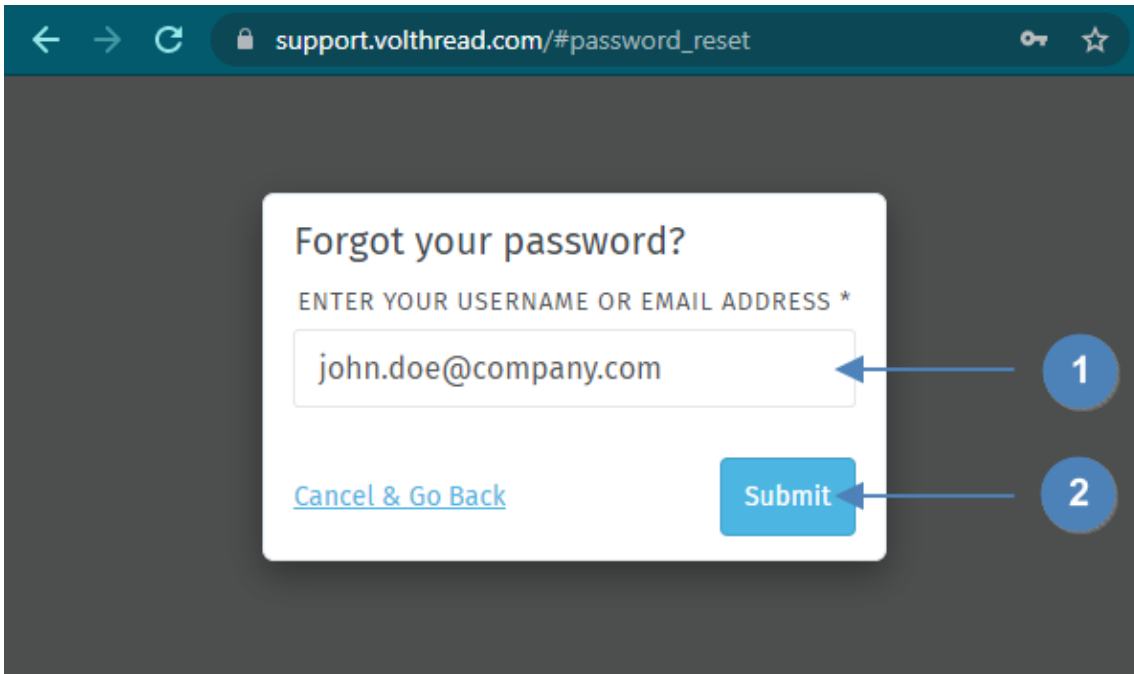
When an e-mail is sent to the Volthread Support System (VSS) for requesting support, your user account is created automatically. Then an Support Request (SR) ticket is created in the system and a reply back notification e-mail is sent by VSS. After you receive the auto reply e-mail which includes an SR number, you can request your own password by using the system.

Follow below steps to define your password:

1. Connect to VSS system: <https://support.volthread.com/>
2. Click on the link (here) in the password request section.

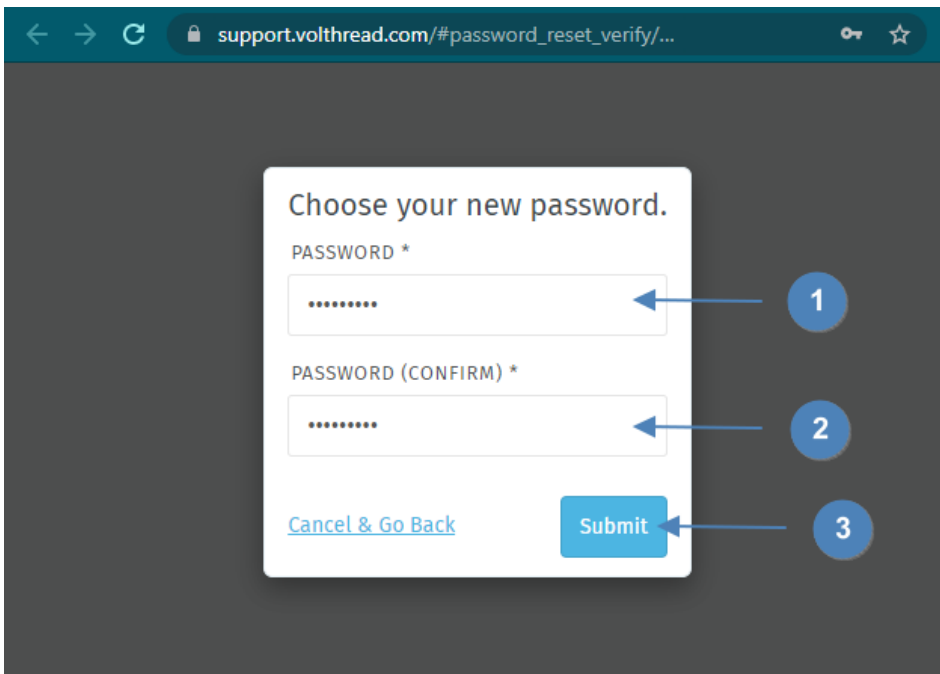
The screenshot shows the login page for the Volthread Support System (VSS). The page title is "VSS | Volthread Support System" with the tagline "Your Best Thread for Open Source and Enterprise Solutions". The login form includes fields for "USERNAME / EMAIL" and "PASSWORD", a "Remember me" checkbox, and buttons for "Customer Login" and "Volthread SRE Login". A "Forgot password?" link is located next to the "Customer Login" button. Below the login form, there is a message: "You're already registered with your email address if you've been in touch with our support team. You can request your password here." with a blue arrow pointing to the word "here". A blue circle with the number "1" is next to the arrow. At the bottom, there is a link "Register as a new customer".

3. Then enter your e-mail address that you have contacted to our support team with.



4. Check your email inbox then click on "reset your password" link.

5. Define your password in this screen by taking below screen capture as a reference.



**Congratulations! Now, you can log in to the system with your e-mail address and the password you have defined.**

\* Contact to us for registering Volthread Support System and learn more about our enterprise solutions: <https://www.volthread.com/tr/contact>