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## Locked out of account / forgotten password?

Antonia Mo - 2022-06-28 - [Troubleshooting](#)

For privacy and security reasons, Novari Health Support agents cannot unlock user accounts or reset passwords.

If you are locked out of your Novari ATC account or if you have forgotten your password, please contact the Novari ATC Administrator for your health center. They can access the Security module of the application to unlock your account or reset your password.

If the Novari ATC Administrator at your health center is unable to grant you access to your account, they can contact Novari Health Support for assistance.