

# Resetting Your Trailmark Password

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If you can't sign in to Trailmark, the fastest fix is usually a password reset. This article walks through the standard reset flow and what to do if it doesn't work — including for accounts with two-factor authentication, expired invitations, and SSO.

## 1. Reset your password from the sign-in page

1. Go to `app.trailmark.com` and click **Sign in**.
2. On the sign-in page, click the **Forgot password?** link below the password field.
3. Enter the email address associated with your Trailmark account and click **Send reset link**.
4. Open the email from `no-reply@trailmark.com` with the subject "Reset your Trailmark password." The link in this email is valid for 60 minutes.
5. Click **Reset password** in the email. You'll be taken to a page where you can enter and confirm a new password.
6. Pick a new password that meets the requirements: at least 12 characters, including one uppercase letter, one number, and one symbol.
7. Click **Update password**. You'll be signed in automatically and redirected to your workspace.

**Tip:** If you use a password manager, save the new password there before you click Update. The most common cause of a follow-up "can't sign in" ticket is a fresh password that nobody remembers.

## 2. "I didn't receive the reset email"

If the reset email doesn't arrive within five minutes, work through these checks in order:

- **Check your spam or junk folder.** Many corporate email filters quarantine automated password reset messages.
- **Confirm the email address.** Trailmark only sends reset emails to the exact address tied to the account. If you signed up with a work email but typed in a personal one, no email will be sent.
- **Allow our sender domain.** Ask your IT admin to allowlist `no-reply@trailmark.com` and the IPs published at `trailmark.com/email-senders`.

- **Try a different reset window.** Request a new reset link; the previous one is invalidated as soon as a new one is generated.
- **Still nothing?** Contact [support@trailmark.com](mailto:support@trailmark.com) with the email address on the account. Support can verify the account exists and re-send the reset from a different sender if needed.

### 3. Accounts with two-factor authentication (2FA)

Resetting your password does *not* disable your two-factor authentication. After you set a new password and sign in, you'll be prompted for your 2FA code as usual.

If you've also lost access to your 2FA device:

- Click **Use a recovery code** on the 2FA prompt and enter one of the eight-character codes you saved when you first enabled 2FA.
- If you don't have a recovery code, ask a workspace admin to reset your 2FA from **Settings** → **Members** → **Manage 2FA**. They can issue a one-time bypass that lasts 24 hours, during which you must re-enroll a new 2FA device.
- If you're the only admin and have lost 2FA, contact [support@trailmark.com](mailto:support@trailmark.com). We'll verify your identity through a separate channel before resetting 2FA.

### 4. SSO accounts

If your workspace uses SAML SSO (e.g. Okta, Microsoft Entra ID, Google Workspace), your Trailmark password is managed by your identity provider, not by Trailmark. To reset it, follow your company's standard password reset process — often through Okta, Azure AD, or your internal IT portal. The "Forgot password?" link on the Trailmark sign-in page will redirect you to your identity provider automatically.

### 5. Account locked or invitation expired

Five failed sign-in attempts in a row will temporarily lock your account for 15 minutes. The lock clears automatically; you don't need to contact support unless you forget the password and the lock haven't cleared after waiting.

If you were invited to a workspace but never accepted, the invitation expires after 14 days. Ask the inviter to send a new invitation from **Settings** → **Members**.

#### Related articles

- Enabling two-factor authentication
- Setting up SAML SSO for your workspace

- Managing recovery codes
- Contacting Trailmark support