

Change in Password Policy – SaaS Customers

Dear Customer,

Greetings from SMS-Magic!

We are writing to inform you about the change in our password policy that will enhance the security of your account and improve your overall experience with SMS-Magic.

What's Changing: To further protect your account and personal information, we are implementing an improved password policy. This change is in response to the evolving cybersecurity landscape and our commitment to safeguarding your data.

Follow the below steps to reset your password.

Password Reset Process:

1. For Customers on login page

- Visit the login page



- Select the Sign in with Email option



- Click on the Forgot Password link



- Enter your registered email address to receive the password reset link
- Follow the steps mentioned in the email to reset your password
- Create New Password: Choose a strong, unique password following the provided guidelines



- Confirmation: Your password will be successfully reset, and you can then log in with your new credentials.

2. For logged-in Customers

Logged-in customers can reset the password by accessing the profile settings page.

Why the Change: This change is part of our ongoing efforts to ensure the highest level of security for your account. By implementing this new process, we are enhancing the protection of your personal information and ensuring that only authorized individuals can reset passwords.

If you have any questions or encounter any issues during this process, our dedicated customer support team is here to assist you. You can reach us at [Customer Support Email] or [Customer Support Phone Number].

We appreciate your understanding and cooperation as we work to enhance the security of your account.

Thank you for being a valued customer!

Best regards,

SMS-Magic Team