Symptom

- You forgot your CONTENTdm password and need to reset it

Applies to

- CONTENTdm
- CONTENTdm Administration
- Project Client

Resolution

CONTENTdm uses OCLC LDAP accounts for authentication. The following link can be used to reset a password: https://ldap-accounts.oclc.org/forgot

If you are still having difficulty with your OCLC LDAP account, please email OCLC Support.

Additional information

If a CONTENTdm username starts with a CDM\admin or CDM\user these are considered legacy accounts and can no longer be managed. See adding new users here for more info.

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