

## **Password Reset Procedure for Ikusi/Fagor Flow Headend**

- 1) Click "I forgot my password."
- 2) Share the code that appears on the screen with Fagor at [support@fagormultimedia.com](mailto:support@fagormultimedia.com)  
(Please attached the request header to verify you are the owner)
- 3) Don't refresh the screen, as doing so will change the code and cause it to expire.
- 4) Fagor will generate a new password/code and share with you.

*Please note Fagor operate on Central European Time and will only respond during their operating hours.*