

How to reset your SIPStation Password

Performing a SIPStation password reset is easily accomplished by logging on to your SIPStation account at <https://www.sipstation.com>

Before performing the SIPStation password reset, make sure that you have access to your PBX and have disabled your SIPStation trunks.

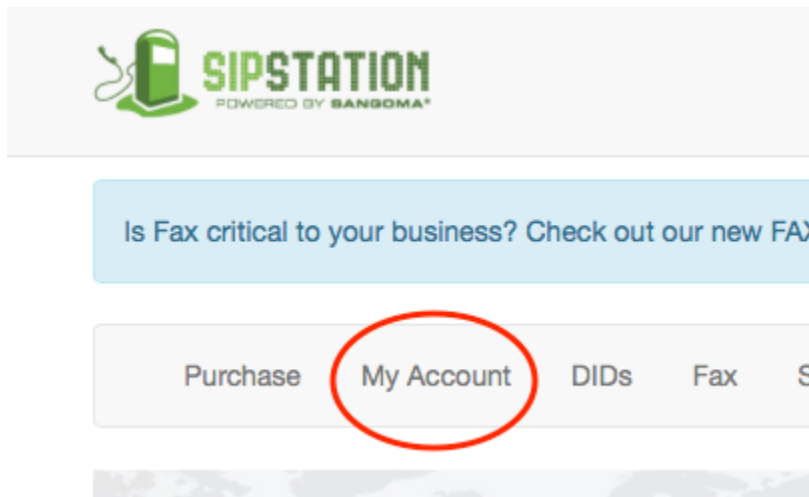
To disable your trunks, go to the Trunks module and edit each SIPStation trunk (you will see at least 2).

There you will find the option to disable your trunks.

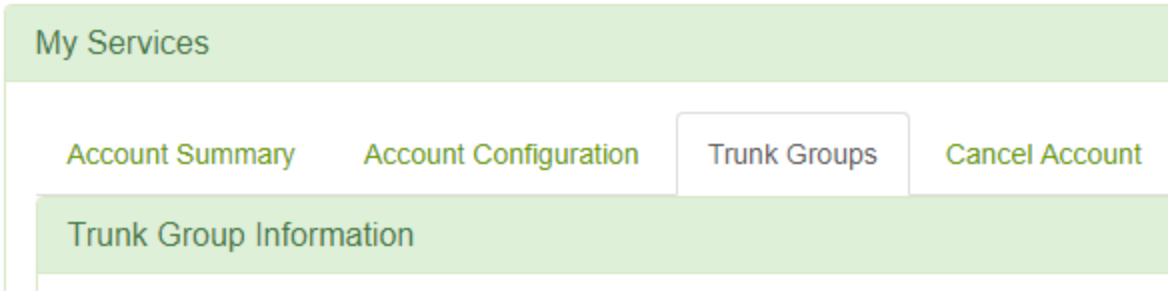
After completing the steps below to enter a new key, remember to go back to the trunks module and confirm they are no longer disabled.



once logged on click on ***My Account***



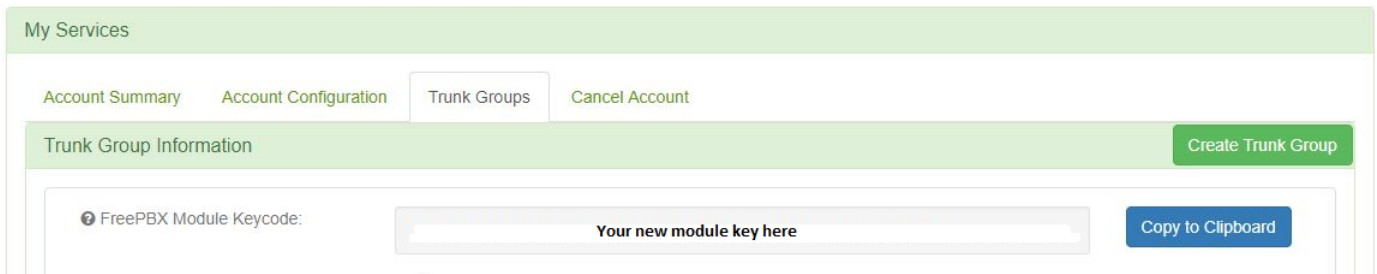
this opens a page called my services , click on ***Trunk Groups***



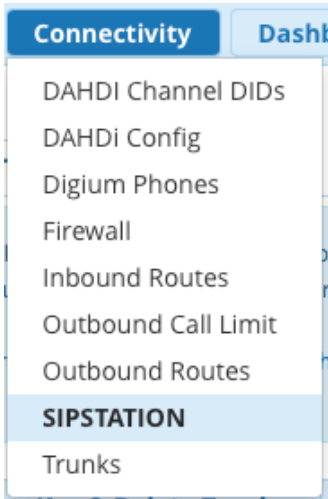
finally from the account configuration tab select **Reset SIP Password**



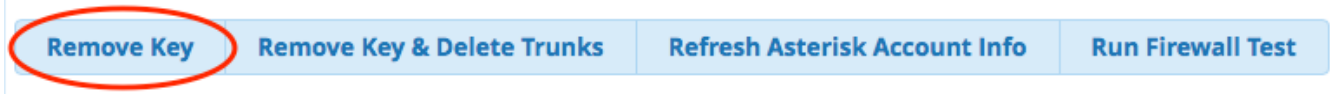
Once the above steps have been taken copy the new FreePBX Module Keycode and proceed to your PBX



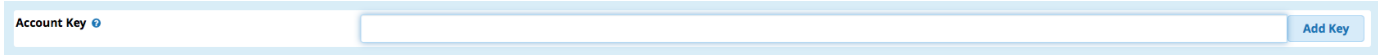
From your PBX navigate to the SIPStation module



once in the SIPStation module select remove key



once the existing key has been removed add the new key generated , click "Add Key" and finally apply config ...



An input field labeled "Account Key" with a small blue icon to its left. To the right of the input field is a button labeled "Add Key".

After the apply config has completed both trunks will show successfully registered with the updated SIP password

