

# How to reset your SIP 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).

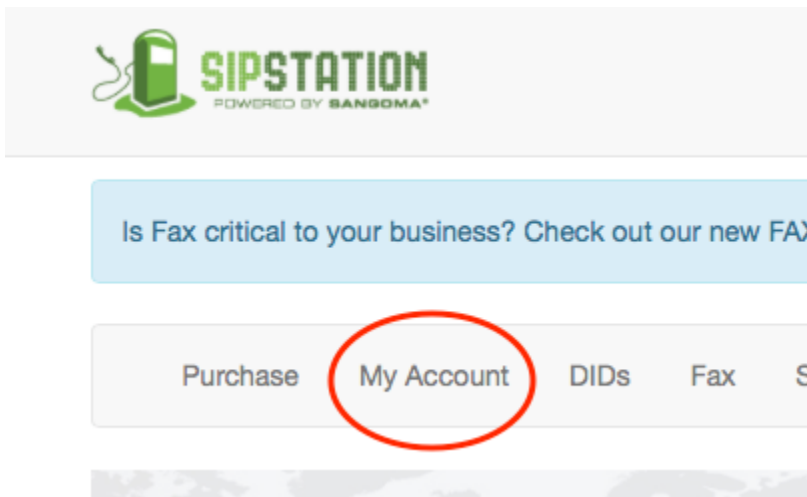
There you will find the option to disable your trunks.

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.



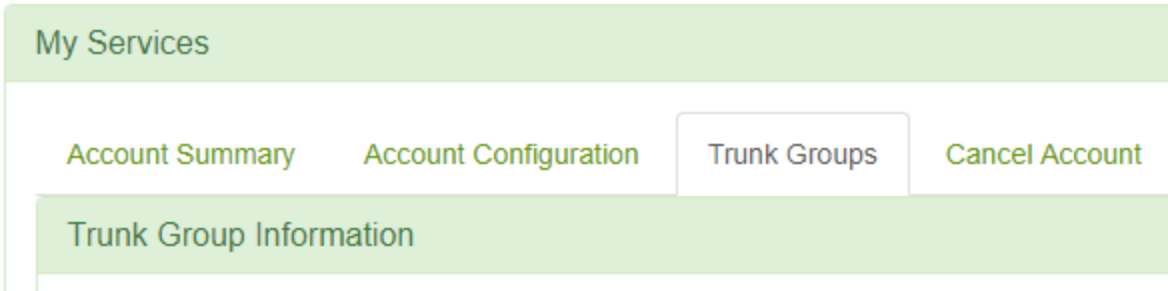
The screenshot shows the top navigation bar of the SIPStation website. On the left is the SIPSTATION logo with the tagline 'POWERED BY BANGOMA'. To the right are buttons for 'Register' and 'Login', with the 'Login' button circled in red. Further right are links for 'Forgot Password', 'Wiki', 'Support Center', and a phone icon with the number '(920) 886-8130'. Below the navigation bar is a large banner with the text 'Your VoIP Connection to the World' and a photo of a smiling woman on a phone. A smaller text block below the banner says 'Looking for more than SIP trunking? Discover more about our fully hosted, cloud-based PBXact UCC solution!' with a 'Discover More' button.

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



The screenshot shows the user dashboard after logging in. At the top left is the SIPSTATION logo. Below it is a blue banner that says 'Is Fax critical to your business? Check out our new FAX'. Underneath is a horizontal menu with options: 'Purchase', 'My Account' (circled in red), 'DIDs', 'Fax', and 'S'.

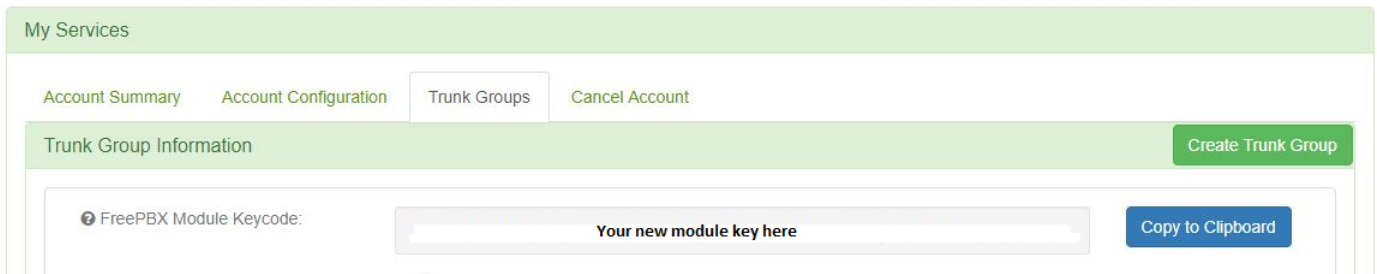
this opens a page called my services , click on ***Trunk Groups***



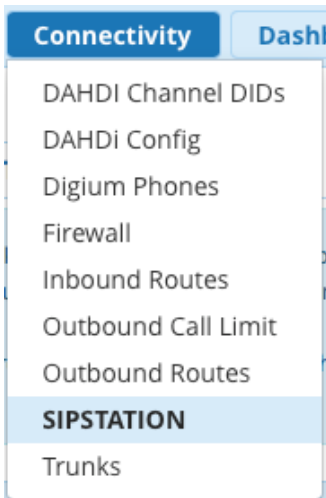
finally from the account configuration tab select **Reset SIP Password**



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



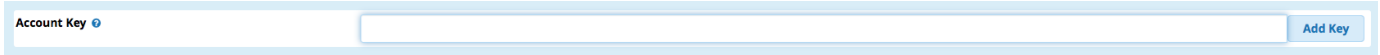
From your PBX navigate to the SIPStation module



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 ...



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

