

FAQ - Why do I get a password mismatch error when editing a profile; even when not updating password?

Question

Why do I get a password mismatch error when editing a profile; even when not updating password?

Solution

This is a feature of your browser. It has somehow saved a value for the *New Password* field on the *Password* tab. Every time you open a user's profile, your browser is pre-populating that *New Password* field with the value that has been saved. Even if you didn't go to the *Password* tab, there is a value populated in the *New Password* field. Our software compares that value to the *Confirm Password* field, and since the saved password does not match the empty *Confirm Password* field, you get the error.

The solution is to remove that saved password from your browser. Depending on which browser you use, you may be able to delete it just by going to the *New Password* field and hitting the delete key when the value is highlighted. Other browsers might require you to find and delete the saved value under the Tools menu.