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AssetCloud & InventoryCloud: new user invitation not working, can't change username, forgot password

Scott Leonard - 2025-01-07 - [FAQs](#)

After sending a new user invitation in AssetCloud or InventoryCloud, below is the expected profile completion screen.

Note that the Username field is empty and editable, and both the Password and Confirm Password fields appear on this screen. This indicates the user is creating their profile for the first time in the Cloud system. Fill the required info (asterisk & bold field names) then click Done.



Complete your profile to start using the application.

*Full Name	Scott	Kircher
*Username	<input type="text"/>	
*Password	<input type="password"/>	
*Confirm Password	<input type="password"/>	
	<input type="checkbox"/> Show password	
Email	tr	@gmail.com
Title	<input type="text"/>	
Department	<input type="text"/>	
Choose Reports To	<input type="text"/>	
Role	Administrator	

Done

However, sometimes the Username is already filled out (and can't be edited), and there is only one Password field ("Confirm Password" is absent).


This means that this combination of Username and email address already exists in the Cloud system. This could be in the tenant you're working with (AssetCloud or InventoryCloud), or some other tenant. This prompt is asking you to enter the existing password for the user, rather than creating a new password.



AssetCloud

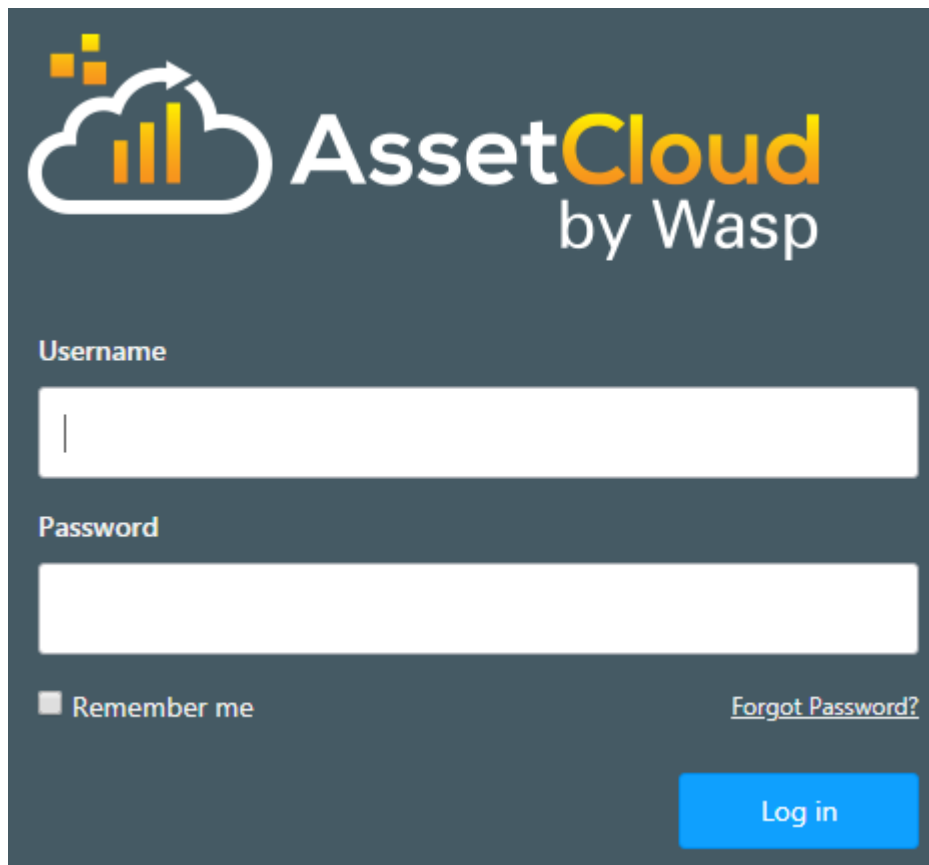
by Wasp

Complete your profile to start using the application.

*Full Name	Scott		Kircher
*Username	tr @gmail.com		
	Reset Password		
*Password	<input type="password"/>		
	<input type="checkbox"/> Show password		
Email	tr @gmail.com		
Title	<input type="text"/>		
Department	<input type="text"/>		
Choose Reports To	<input type="text"/>		
Role	Administrator		

Done

If you don't know the password, note the username as it shows on your screen for later, then go back to the main login screen and click the "Forgot Password?" link near the Log in button.



The image shows the login interface for AssetCloud by Wasp. At the top left is the logo, which consists of a white cloud containing a yellow bar chart with three bars of increasing height, and a white circular arrow above it. To the right of the logo, the text "AssetCloud" is in white and "by Wasp" is in a smaller white font below it. Below the logo and text, there are two white input fields. The first is labeled "Username" and the second is labeled "Password". Below the "Remember me" checkbox, there is a blue button labeled "Log in".

AssetCloud
by Wasp

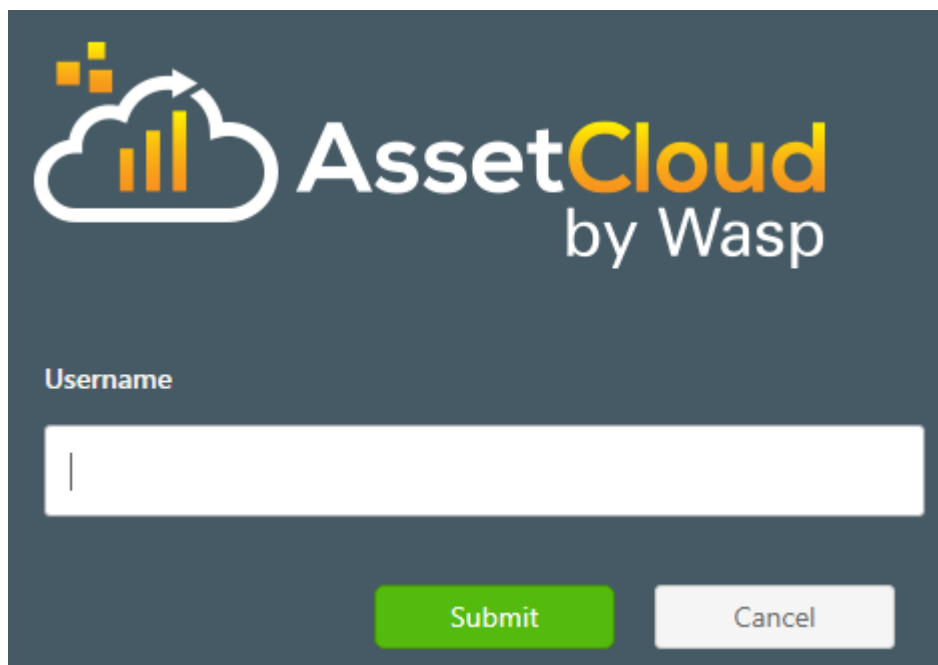
Username

Password

Remember me [Forgot Password?](#)

Log in

In the Username box, enter the Username you noted earlier, then click the Submit button. A password reset email will be sent to the email address that is already set up for that username.



The image shows the forgot password interface for AssetCloud by Wasp. At the top left is the logo, which consists of a white cloud containing a yellow bar chart with three bars of increasing height, and a white circular arrow above it. To the right of the logo, the text "AssetCloud" is in white and "by Wasp" is in a smaller white font below it. Below the logo and text, there is a single white input field labeled "Username". At the bottom of the form, there are two buttons: a green "Submit" button and a grey "Cancel" button.

AssetCloud
by Wasp

Username

Submit Cancel

If the Forgot Password link doesn't show up, this means the SMTP settings in the tenant are invalid.