Reset Password Link for RefWorks Is Not Working

I click on the link in the reset password e-mail I received and enter a new password, but it returns an error. What are the requirements for a new password and how do I get this to work?

The password requirements are:

- No less than 4 characters.
- No spaces.

However, when using the reset password link some browsers will error out if you click on the link, but work as expected, if you copy the link and paste it into a browser URL address bar. You may also need to clear your browser cache. If you would like, clear out your browser cache, offline files and cookies, and then close all browser windows. Open a fresh browser window and paste the reset link in the URL address bar to try again.

**If you are using Internet Explorer, follow the steps:**

1. From the **Tools** menu, select **Internet Options**.
2. Choose the **General Tab**.
3. Under **Browsing History**, click delete and then select **Temporary Internet Files** and **Cookies** in the pop-up window.
4. Click **Delete** and then click **OK** to exit.

**If you are using Google Chrome for Windows, follow these steps:**

1. Select the preference menu, then mouse over **Tools** and select **Clear Browsing Data**.
2. In the **Clear Browsing Data** pop-up window from the “Obliterate the following items from:” drop down select “the beginning in of time”. Then select the “Empty the cache” and “Delete cookies and other site and plug-in data” check boxes.
3. Click the clear browsing data button.

**If you are using FireFox for Windows, follow these steps:**

1. From the **History Menu**, select **Clear Recent History**.
2. Select **Cookies** and **Cache**.
3. Click **Clear Now**.

**If you are using Safari, follow these steps:**

1. From the **Safari** menu, select **Empty Cache**.
2. When prompted, click **Empty** to confirm that you want to empty the cache.

**If you are using FireFox for Mac OS X, follow these steps:**

1. In FireFox, from the **Tools** menu, select **Clear Private Data**.
2. Make sure **Cache** is checked, and then click **Clear Private Data Now**.