Forgotten master password in Firefox

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Question

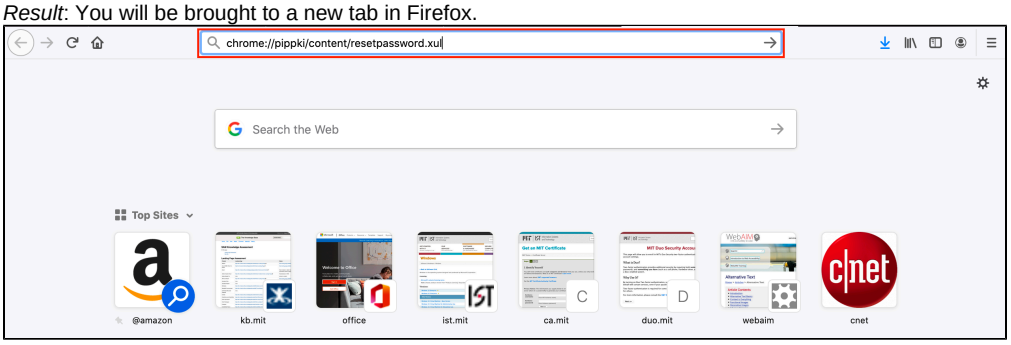
I received a message:

```
Please enter the master password for the software security device.
```

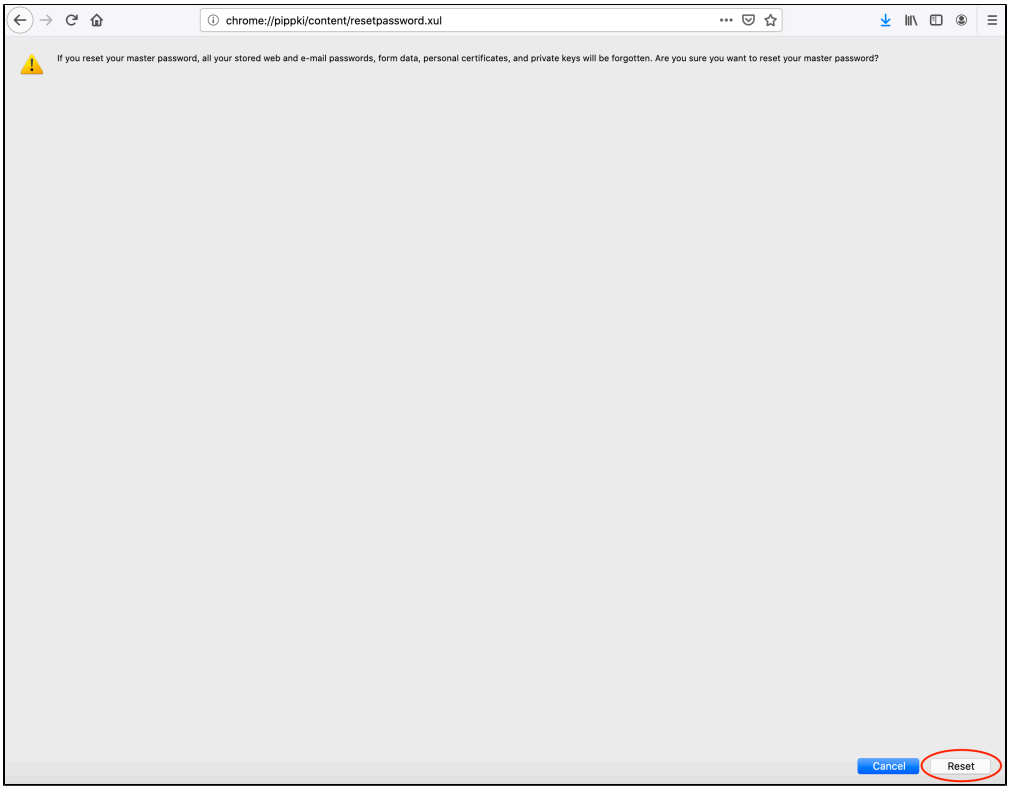
I do not remember the password.

Answer

The master password is set for the certificate that resides in Firefox. It also protects all locally stored usernames and passwords.
If you do not remember the password or it was set by another user in the past you can use the following steps to reset the password:

1. Open your Firefox browser.
   Result: You will be brought to a new tab in Firefox.


2. Copy and paste this url: chrome://pippki/content/resetpassword.xul into Firefox and hit the **Return** key on your keyboard.
   Result: You will be brought to the Reset Master Password page.



3. Click on **Reset** at the bottom right of the page to reset the Master password.
   Result: Once this is reset, all of your saved usernames and passwords will be deleted. You will have to obtain new certificates, as the current certificates will have also been deleted.

See more

- Firefox Landing Page
- For more information on the master password or the reset process, visit the Official Mozilla Support page

> **Not what you're looking for?**
> Return to Certificates Landing Page or go to Troubleshooting Certificates in Firefox