Click “need help logging in” on the home page

Need help logging in?

Please select an option

- I forgot my username
- I need to reset my login credentials or unlock the account
- I would like to contact my administrator

Click Next to proceed

Reset your login credentials

How would you like to reset your Login credentials?

- By email
- By contacting my administrator

Click Next to proceed

Reset your login credentials

Please enter the email address associated with your account

Click Next to proceed

Click Next to proceed

Cancel  Previous  Next
Once you receive the e-mail, click the link to recover your account

Member account recovery

Welcome to the account recovery process
Welcome to the account recovery process. For security purposes, before recovering your online account, you will be asked to confirm some personal details. If you are ready to proceed, click Next, otherwise please click Cancel to complete this process later.
If you choose to cancel, you will need to resume the process by clicking on your account recovery link before it expires.

Member account recovery

Please enter your member reference

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Click Next to proceed

Member account recovery

Please confirm the following information

All fields are mandatory

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<thead>
<tr>
<th>Field</th>
<th>Value</th>
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<tbody>
<tr>
<td>Forename</td>
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<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td>dd/mm/yyyy</td>
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<tr>
<td>Post code</td>
<td></td>
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<td>NI number</td>
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Click Next to proceed
Untick the box highlighted, then you can make a note of what you set them to

Please select the credentials you would like to reset

- [ ] Password
- [x] Memorable word
- [ ] Password and Memorable word

Click Next to proceed

Please reset your login credentials

Please provide the following information to reset your credentials. For more information on the password and memorable word, please click on the relevant help icon.

All fields are mandatory

New Password

Confirm New Password

New Memorable Word

Confirm New Memorable Word

☐ [Hide my information for security purposes]

Click Finish to reset the credentials