

Click "need help logging in" on the home page

## Need help logging in?

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### 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

Cancel

Next

## Reset your login credentials

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### How would you like to reset your Login credentials ?

- By email
- By contacting my administrator

Cancel

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## Reset your login credentials

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### Please enter the email address associated with your account

Click **Next** to proceed

|  |   |
|--|---|
| <input type="checkbox"/> I'm not a robot | <br>reCAPTCHA<br>Privacy - Terms |
|--|---|

Cancel

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Next

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

## Member account recovery

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### 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.

Cancel

Next

## Member account recovery

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### Please enter your member reference

Click **Next** to proceed

Cancel

Next

## Member account recovery

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### Please confirm the following information

All fields are mandatory

Forename

Surname

Date of birth

Post code

Please check this box if you do not have a post code

NI number

Click **Next** to proceed

Cancel

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# Member account recovery

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## Please select the credentials you would like to reset

- Password
- Memorable word
- Password and Memorable word


Click **Next** to proceed

Untick the box highlighted, then you can make a note of what you set them to



# Member account recovery

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## 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               | <input type="text"/> |  |
| Confirm New Password       | <input type="text"/> |   |
| New Memorable Word         | <input type="text"/> |  |
| Confirm New Memorable Word | <input type="text"/> |   |

Hide my information for security purposes

Click **Finish** to reset the credentials