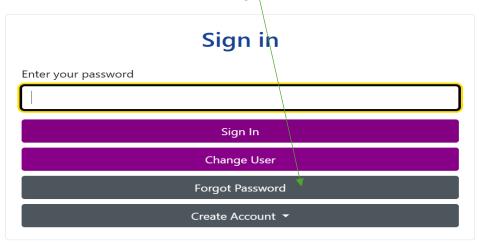


Forgotten Password (how to reset)

If you have forgotten your password, enter your username (email address if you are a Citizen or Service Provider; username if you are a School, Early Years or Professional user) then click next.

Sign in or create an account with us (Citizens and Service Providers)
Enter your email address (Parent/Carer user) / username (School/Early Years/Professional user)
Next
Create Account ▼

If you require a password reset click Forgot Password



On the next screen click **Request Token** then check your email for the token code to enter to be able to reset your password





*Remember Please check all emails including the junk folder for an email from -

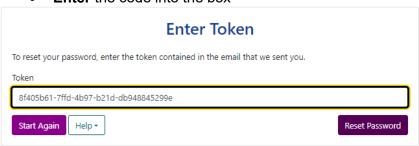


The above text identifies that the request has come from you and only you. Please do not share it with anyone else. The text will remain valid for a short period of time

• Enter the code into the box

8f405b61-7ffd-4b97-b21d-db948845299e

Please enter the following text into the "Token" field as required by the forgotten password process:



- Click Reset Password
- Enter a new password and confirm password
- The new password must be at least 12 characters
 - At least 12 characters long
 - Includes 1 uppercase letter
 - Includes 1 number
 - Includes 1 special character (e.g., @, !, ?, %, £)
 - Does NOT contain anything related to your name, email, or username
 - Cannot match any of the **previous 5 passwords** (checked on save)
- Click Change Password
- Log back in



Log back in with your new password