



Forgotten your password or locked your User ID (logon)?

Passwords are case sensitive so it is important to remember what case you have set them up in. Entering an incorrect password three times will result in your User ID being locked. Even if you attempt to enter the correct password or use the Forgot My Password option after this point access will be denied until your User ID is unlocked.

Important information | Due to security reasons we cannot give passwords out over the phone. When you use the **Forgot My Password** service passwords are automatically emailed to the address on record for that User ID.

Step by step instructions

To unlock your User ID

If your User ID is locked the best person to talk to is your account's Global Administrator. This is a person within your organisation who had additional privileges including unlocking User IDs and changing user's passwords.

If you cannot contact your global administrator (or you are it!) call our Freephone number 0508 633 222. Please have your User ID ready when you call.

If you know what your correct password is then the Contact Centre will simply unlock your User ID and you will be able to log on immediately.

If you are unsure what your correct password is our Contact Centre will unlock your User ID and will then ask you to use the Forgot My Password option to reset your password.

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If you have forgotten your password

If you have forgotten your password, you can reset it online. We will email the new password to the email address set up for your User ID. It will not be displayed on the screen.

1. Select the Logon button to display the Logon screen.
2. Select the Forgot My Password button to display the 'Forgot My Password' screen.
3. Enter your User ID. You must enter a valid User ID.
4. Select Continue and we will email your new password directly to the email address already recorded against your User ID.
5. Once you have received your new password and have logged on, you can change your password to one of your own choice.

Notes

If you have reset your password you might like to change it to something you will find easier to remember. The next time you log on please go to My Tools - User Administration - User Details - Modify User and change your password.

Passwords must contain seven alphanumeric characters, including at least one alphabetic and one numeric character, with no spaces or punctuation. To change your password logon then choose My Tools - User Administration - User Details - Modify User from the left hand menu.

FAQ

I used the 'forgot my password' service but did not get the email

If the email address recorded against your Registered User details is out of date you will not be able to use the 'Forgot my Password' service. In this situation the best person to talk to is your Global Administrator. This is a person within your organisation who has additional privileges

including changing user passwords.

If you cannot contact your Global Administrator (or that is you) call our Freephone number 0508 633 222. For security reasons we cannot change your email address over the phone, but we can advise you of what steps can be taken to correct the error. Please have your User ID ready when you call.