



# Forgot Your Password?

- Click the [Forgot Your Password?](#) link
- Enter Your Member Number, First Name and Surname in the fields. Remember to enter a 'U' in front of your member number.
- Click the **Reset Password** button.

**Forgot Password** ✕ Close the window

Please Enter Member Number : \*  
Please type U before your Member Number  
U5173

Please Enter First Name : \* Test

Please Enter Last Name : \* Member

Your temporary password is xOsaXE. This password will expire in 24 hours if you do not log in and update your password via your Member Profile.

**RESET PASSWORD**

Your temporary password is xOsaXE. This password will expire in 24 hours if you do not log in and update your password via your Member Profile.

- A new temporary password will be issued. This temporary password can be a mixture of numbers and letters in both upper and lower case. **You must use this password to log in within 24 hours. It will work only once and will expire after 24 hours.**
- When logging in you must enter it **exactly** as you see it. The best way to do this is to select the password on the screen by double-clicking on it (be careful not to select the full stop at the end).
- With the password selected, as illustrated above, press **[Ctrl] + C**. This will copy the password to your clipboard.
- Now close the Forgot Password window by clicking the X in the upper right corner.
- Back at the login screen, enter your username (Member Number) and click in the Password field. Press **[Ctrl] + V** to paste your new temporary password.
- Click the **Login** button

**Member Sign In**

Logged out successfully

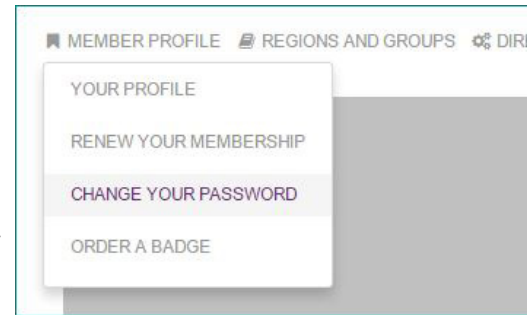
Username\* U5173

Password\* .....

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**LOGIN**

- When you have logged in successfully, point to the **Member Profile** menu and select **Change Your Password**.
- Click in the Current Password field and press **[Ctrl] + V** again to paste in your temporary password.



- Read the on-screen instructions and then enter a new password in both the Change Password and Confirm Password fields. You must enter exactly the same thing in both these fields.

 A screenshot of a 'Change Password' form. The form title is 'Change Password'. Below the title, there is a heading 'When changing your password, the new password must' followed by three bullet points: 'be 6 to 12 characters long (combination of letters and numbers)', 'include at least 1 number', and 'include at least 1 upper case letter'. These instructions are circled in red, with the text 'read instructions' written in red to the right. The form contains three input fields: 'Current Password\*' (containing 'xOsaXE'), 'Change Password\*' (containing '\*\*\*\*\*'), and 'Confirm Password\*' (containing '\*\*\*\*\*'). At the bottom, there are 'Cancel' and 'Update' buttons.

- Click the **Update** button. You have now created a new permanent password. The next time you log in, this is the password you will use.