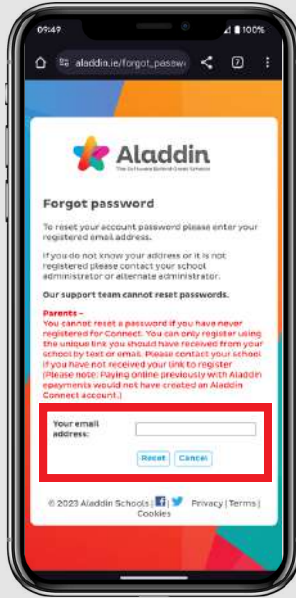


1

Forgot Password Link

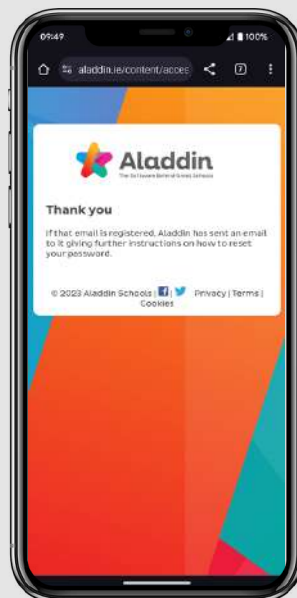
To begin the process click on the 'Forgot your password' link from the login page of the Connect app.



2

Enter Email Address

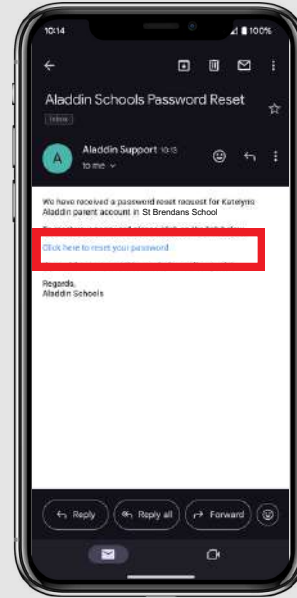
Enter the email address associated with your Connect account into the box provided and tap 'Submit'.



3

Send Reset Email

Once you have submitted your email address you will see this screen and you should receive a reset email shortly.

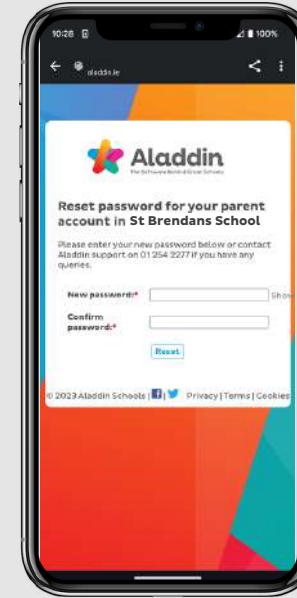


4

Reset Link in Email

From the reset email, click on the link provided to be brought to the password reset page for your account.

***Remember to check spam if you do not receive it.**



5

Enter New Password

On the password reset page enter your new chosen password in the boxes provided and click 'Submit' to complete the process.



6

Login with New Password

Once your password has been reset you may return to the Connect app and enter your new login details.



Steps to Reset your Connect Account Password

Multiple Account Reset Note:

- The procedure for resetting the password for multiple accounts is the same as above.
- When you receive your password reset email it will contain separate links for each of the accounts associated with that email address. See right screenshot.
- Resetting the password for one account will not reset it for all accounts. They must be done individually
- **If you had previously had the same password for all accounts you must reset these to your new password one by one in order to link them again.**

