

How to ... Reset a Password

- 1 Go to www.helpyouchoose.org
- 2 Click on Log In



- 3 Click on the 'Forgot Your Login' button. If you have forgotten both your username and password. Recover your username first followed by your password.



phone: 0344 800 8022
email: helpdesk@helpyouchoose.org
web: www.helpyouchoose.org

- 4 If you have forgotten your username click the recovery option 'Recover my Username'



Forgotten your details?

Please select whether you are trying to retrieve your login username or password, then complete the relevant fields.

Recovery Option **REQUIRED** Recover My Username Recover My Password

- 5 A box will appear asking for your email address. This will be the email address that you registered your account with.



Forgotten your details?

Please select whether you are trying to retrieve your login username or password, then complete the relevant fields.

Recovery Option **REQUIRED** Recover My Username Recover My Password

Your E-mail Address

(Enter your home or school e-mail address, whichever one you have registered with us)

- 6 You will next be asked to answer a security question that you set up your account with. Below is an example but the question you set up your account with maybe different:



Forgotten your details?

Please enter the answer to your security question.

What is your mother's maiden name?

Answer

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email: helpdesk@helpyouchoose.org
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- 7 You will get a message to tell you that you have an email with a link in which you need to click on to reset your email. If you are unable to click on the link within an hour you will need to go back to the Log In screen and start the process again.

Username Recovery E-mail Sent

Thank you, an e-mail containing a link to recover your account details has been sent to the e-mail address you have supplied.
The link within the e-mail is valid for the next 1 hour.

- 8 By following the link your username will be given to you. Click the login button and the instructions to login to the website.
- 9 If you have forgotten your password click on the 'Forgot Your Login' and click on the option to 'Recover My Password' and enter your username and your email address which you registered your account with and click on 'Recover My Account'.

Forgotten your details?

Please select whether you are trying to retrieve your login username or password, then complete the relevant fields.

Recovery Option **REQUIRED**

Recover My Username Recover My Password

Username

Your E-mail Address

(Enter your home or school e-mail address, whichever one you have registered with us)



- 10 Enter the answer to your security question and click 'Recover My Account'.

Forgotten your details?

Please enter the answer to your security question.

What is your mother's maiden name?

Answer

- 11 You will get a message to tell you that you have an email with a link in which you need to click on to reset your email. If you are unable to click on the link within an hour you will need to go back to the Log In screen and start the process again.

Password Reset E-mail Sent

Thank you, an e-mail containing a link to recover your account details has been sent to the e-mail address you have supplied. The link within the e-mail is valid for the next 1 hour.

- 12 Once you have clicked on the link in the email you will be taken to a screen to reset your password. Your password should be at least 8 characters long and should include at least one capital letter, a number.

Password Reset

New password:

Password Strength

Re-enter your new password:

If you cannot recover your username and password by email please contact the Help You Choose Helpdesk on 0344 800 80 22.