



## Quick Guide 2a – Forgotten password

## Forgotten password

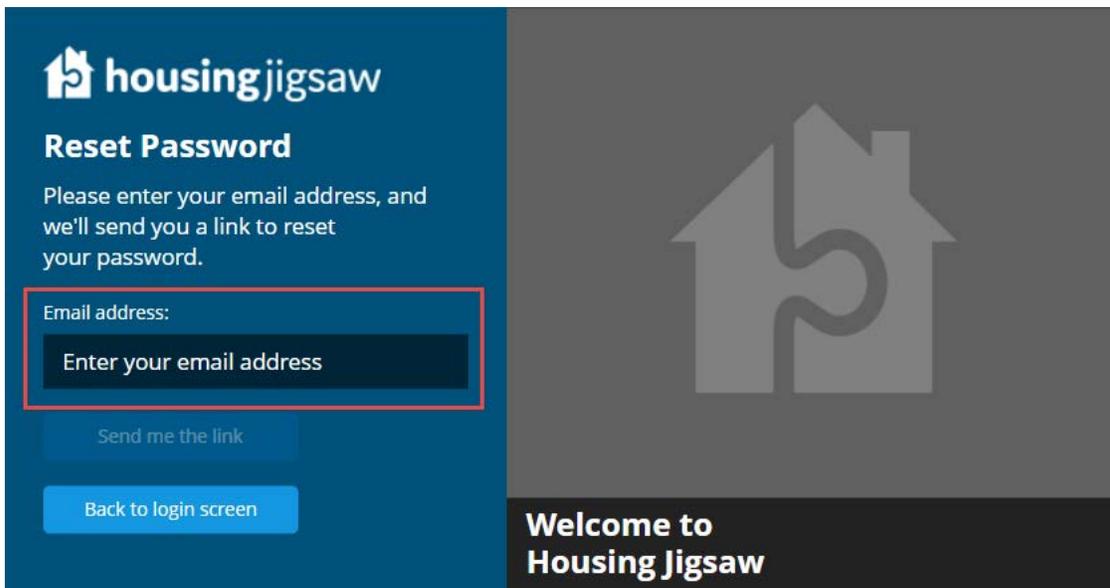
We've all done it, you get a shiny new system and you can't wait to access it and then... you've forgotten that random jumble of letters and numbers you used.

Not to worry, it's really easy to get a new password.

1. Head to the Housing Jigsaw site and click "Forgot Password?"



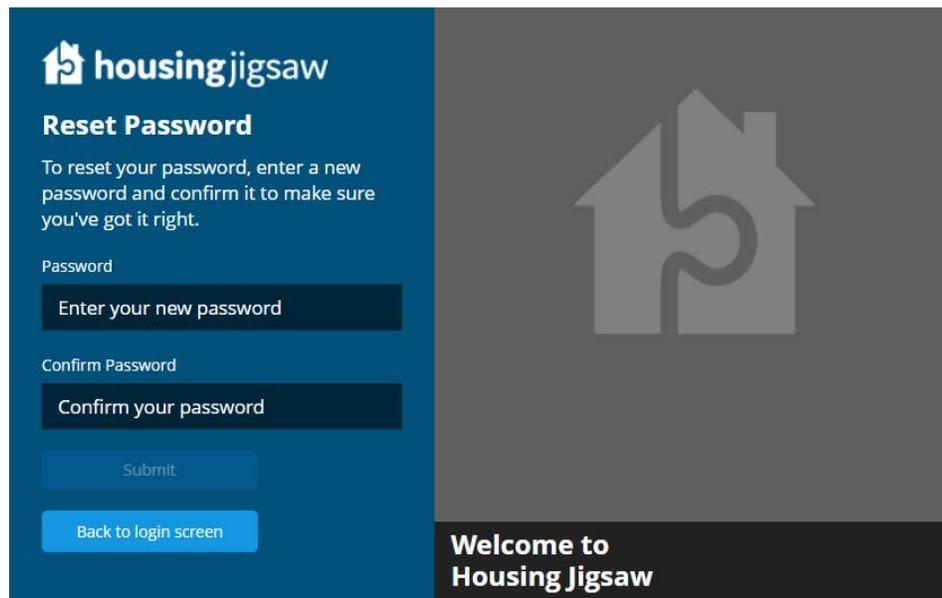
2. Enter your email address in the box:



3. Click “Send me the link” which illuminates once you enter your email address:



4. Check your emails, one from us is on its way to you.
5. Click the link in the email and you'll be taken to this screen:



6. Enter your new password
7. Confirm your new password by entering it again
8. Click the “Submit” button