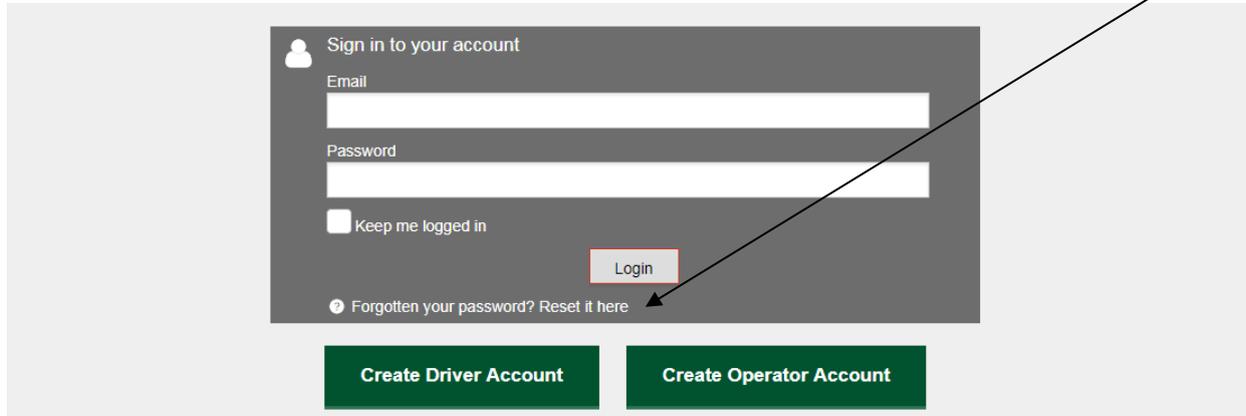


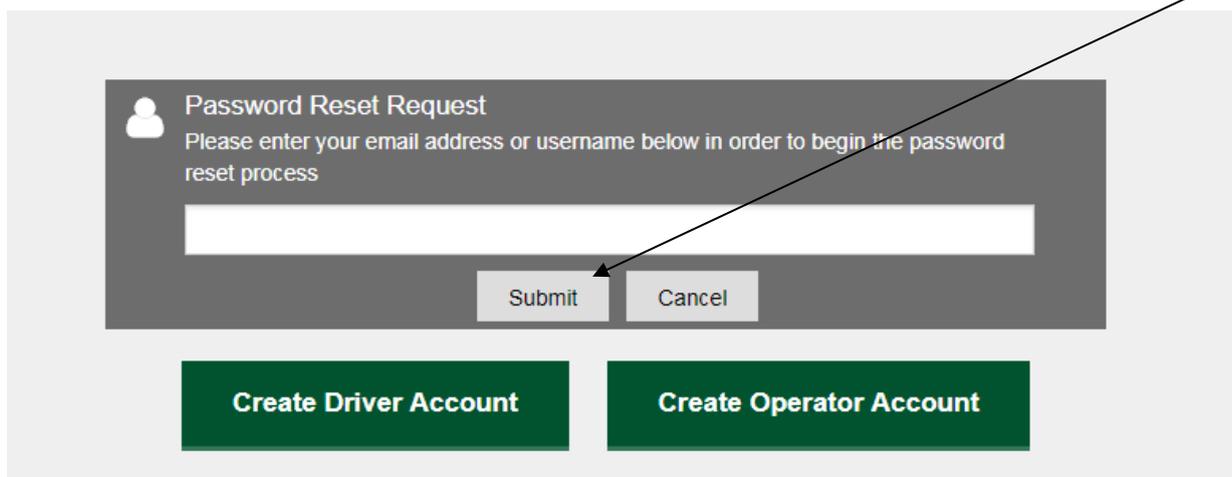
Resetting Password Guide for Drivers and Operators

1. If you have forgotten your password click forgotten your password reset it here



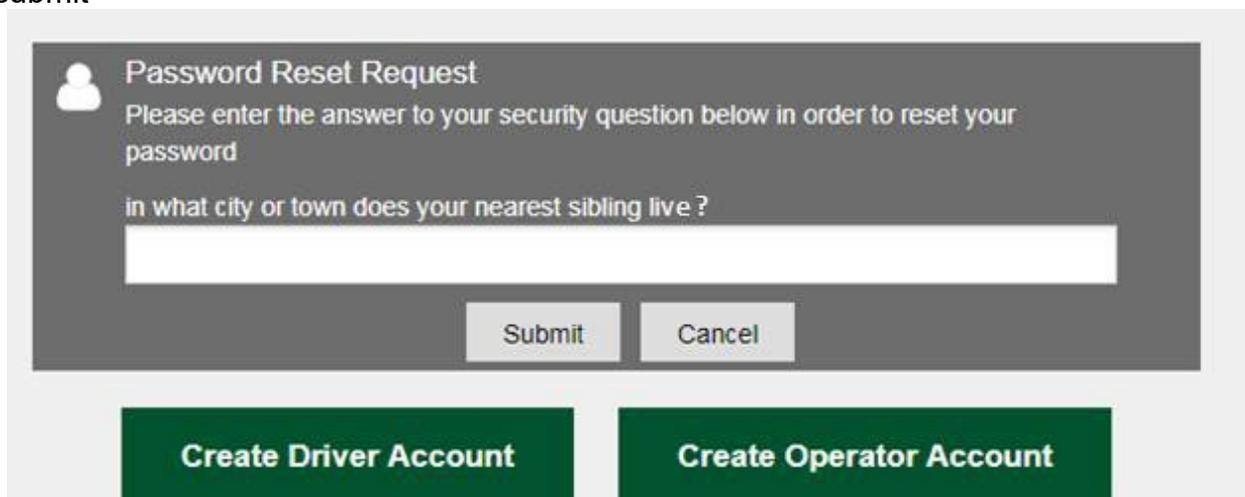
The screenshot shows a login form titled "Sign in to your account". It includes fields for "Email" and "Password", a "Keep me logged in" checkbox, and a "Login" button. A link labeled "Forgotten your password? Reset it here" is located below the password field. Below the login form are two green buttons: "Create Driver Account" and "Create Operator Account". An arrow points from the text above to the "Reset it here" link.

2. Type in the email address you used when registering your account and click submit



The screenshot shows a "Password Reset Request" form. It asks the user to "Please enter your email address or username below in order to begin the password reset process". There is a large text input field, a "Submit" button, and a "Cancel" button. Below the form are two green buttons: "Create Driver Account" and "Create Operator Account". An arrow points from the text above to the "Submit" button.

3. After clicking submit you will be asked for the answer to your security question that you would have supplied when registering (this is case sensitive) please then click submit

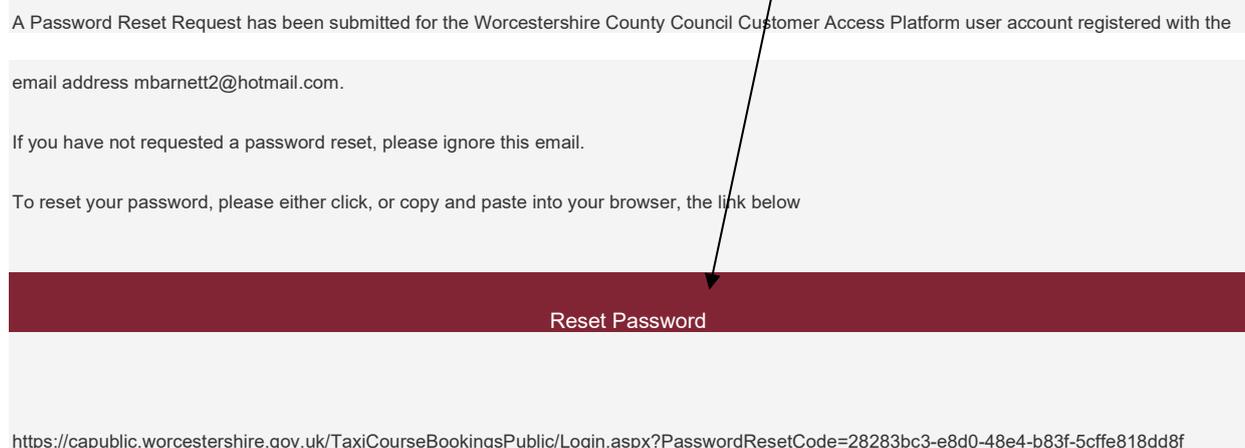


The screenshot shows the "Password Reset Request" form at a later stage. It asks the user to "Please enter the answer to your security question below in order to reset your password". The security question is "in what city or town does your nearest sibling live?". There is a large text input field, a "Submit" button, and a "Cancel" button. Below the form are two green buttons: "Create Driver Account" and "Create Operator Account".

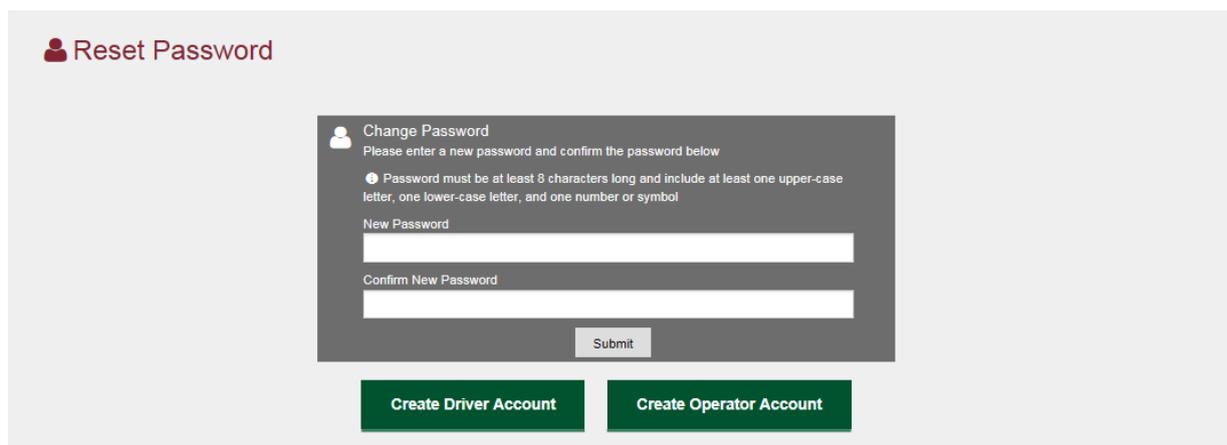
4. Please now check your email account – this is the email account you used when

first registering.

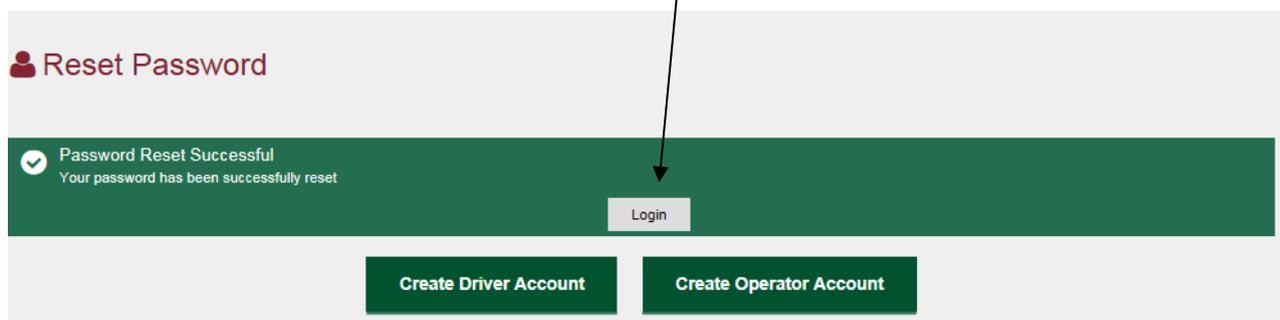
An email titled No Not Reply – Worcestershire County Council will be in your inbox - open the email and click reset password



5. Now enter your new password in both boxes and click submit



6. Your password will now have been reset – click login



7. You can now login using your email address and your new password

Login

 Sign in to your account

Email

Password

Keep me logged in

[● Forgotten your password? Reset it here](#)

[Create Driver Account](#)

[Create Operator Account](#)