

Forgotten Password Process - let's get you back online

Have you forgotten your login password and would like to know how to reset it and log in to your account again? Or are you stuck at one of the steps in the process and need some guidance on how to proceed? Then please read on to find out more about the process and answers to some frequently asked questions on the process to help get you back online in 6 easy steps!

Step 1

On the *Welcome* page click **Forgotten password?** to be taken to the following screen:

Enter your username that you created when registering for your account, your date of birth, your email address that you used to register and your National Insurance number. Click **Submit**.

Step 2

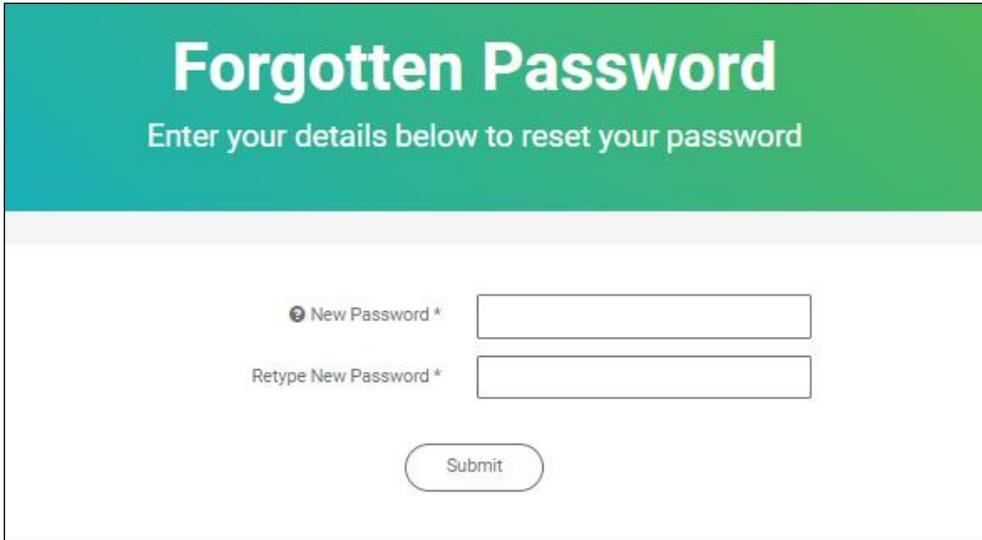
If you have entered your details correctly in Step 1, a One Time Code will be sent via text message to the mobile phone number you used to register for your account or the landline phone number you used to register via text to speech functionality. The One Time Code is valid for 30 minutes so please enter within this timescale:

administration team for assistance.' Below the message, there is an input field labeled 'Enter One Time Code *' and a 'Submit' button."/>

Enter the One Time Code and click **Submit**.

Step 3

If you have entered the One Time Code correctly in Step 2, you will be prompted to create a new password:



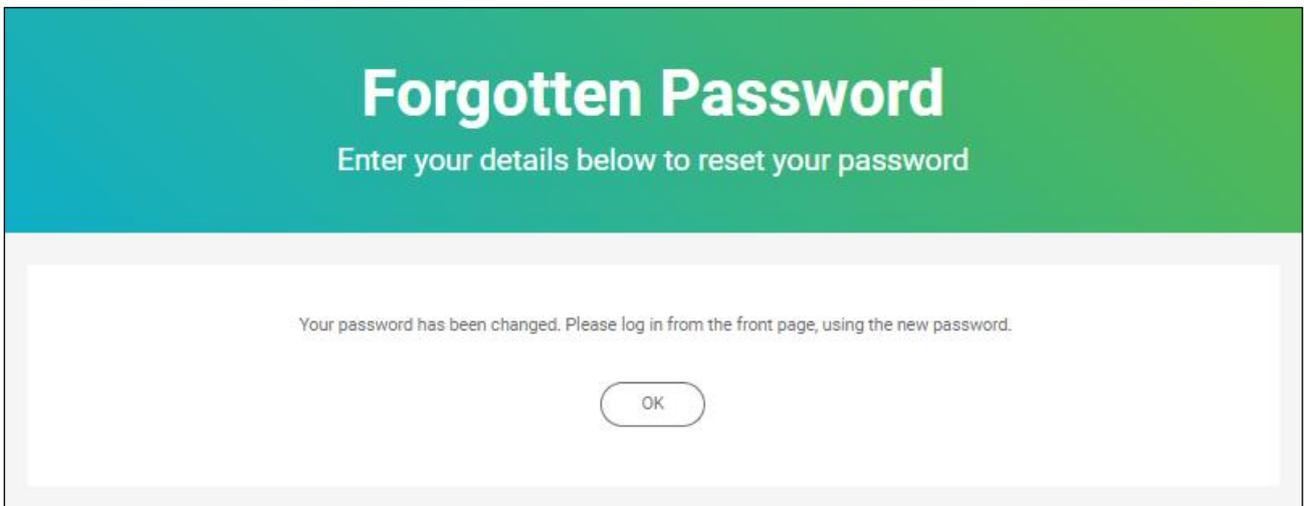
The screenshot shows a form titled "Forgotten Password" with the subtitle "Enter your details below to reset your password". The form contains two input fields: "New Password *" and "Retype New Password *". A help icon (?) is located to the left of the "New Password *" field. Below the input fields is a "Submit" button.

The help icon (?) confirms the criteria the password must meet to make it a secure password. It must be at least 9 characters, include both upper- and lower-case letters and at least one number and one special character or symbol. The special characters that can be used are **! £ \$ % ^ & * - _ = + @ ~ . ?**

Enter your new password twice and click **Submit**.

Step 4

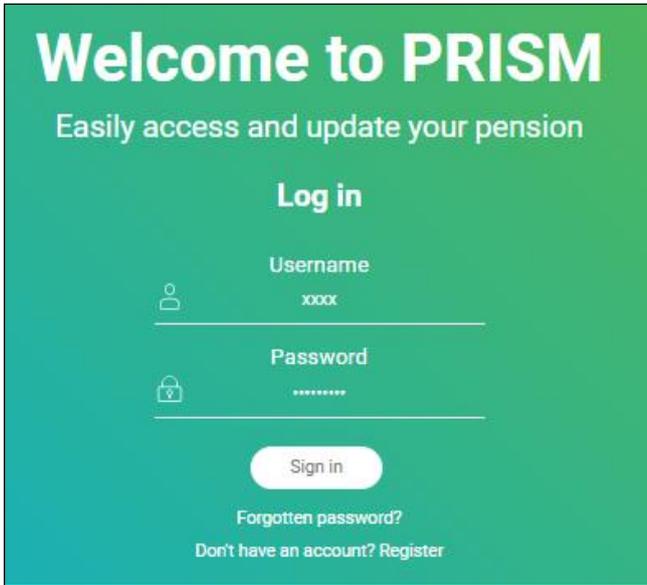
If your new password is successful, you will receive the below message. Click **OK** to be taken to the login screen to validate your new password:



The screenshot shows a message box titled "Forgotten Password" with the subtitle "Enter your details below to reset your password". The message reads: "Your password has been changed. Please log in from the front page, using the new password." Below the message is an "OK" button.

Step 5

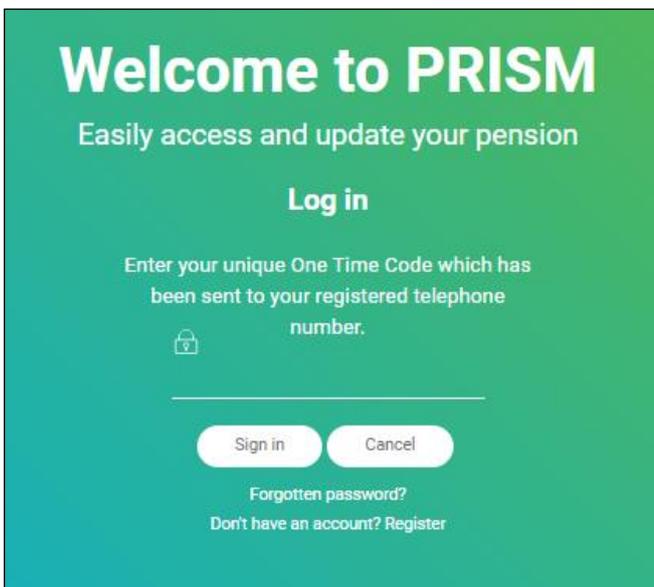
Enter your username and your new password and click **Sign in**:



The screenshot shows a green login interface for PRISM. At the top, it says "Welcome to PRISM" and "Easily access and update your pension". Below this is a "Log in" section. There are two input fields: "Username" with a person icon and "Password" with a lock icon. The username field contains "xxxx" and the password field contains "*****". Below the fields is a "Sign in" button. At the bottom, there are links for "Forgotten password?" and "Don't have an account? Register".

Step 6

If you have entered your login details correctly in Step 5, a second One Time Code will be sent via text message to your mobile phone number or landline number via text to speech functionality. The One Time Code is valid for 30 minutes so please enter within the timescale:



The screenshot shows the same green login interface for PRISM. It says "Welcome to PRISM" and "Easily access and update your pension". Below this is a "Log in" section. The text prompts the user to "Enter your unique One Time Code which has been sent to your registered telephone number." Below this text is a lock icon and an empty input field. At the bottom of the input field are two buttons: "Sign in" and "Cancel". Below the buttons are links for "Forgotten password?" and "Don't have an account? Register".

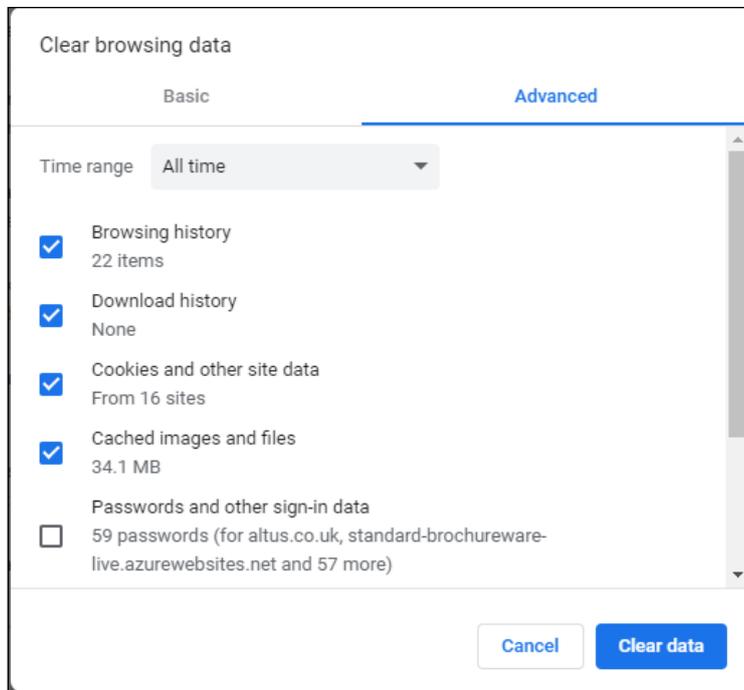
Enter the One Time Code and click **Submit**. If you correctly enter the One Time Code, you will then be securely logged in to your account, welcome back!

Here are answers to some frequently asked questions on the Forgotten Password process to help get you back online:

- 1) *When I click on **Forgotten password?** on the Welcome screen the page loads but I am then returned to the Welcome screen.*

This sounds like you need to clear your internet browsing history as some items from previous website sessions may have been cached (or 'temporarily stored'). Detailed below is the process to clear your browsing data on Google Chrome however the process is similar on other internet browsers such as Microsoft Edge, Safari etc.

- On your website page, click on the 3 dots on the top right-hand side of the page or on your keyboard press Ctrl Shift and Delete at the one time. This should bring up the below screen. You don't need to clear any saved passwords, only your Browsing History, Download History, Cookies and Cached Images:



- Once your browsing data has cleared, please fully close your internet browser then open the website in a new internet browser. This should reset your browser and remove any cached data so you can retry the forgotten password process again.

- 2) *Why do I get an error message after I enter my details on the first page of the forgotten password process and click Submit?*

Please check the following:

- That you are on the correct website
- That you have entered your details correctly. Your username must be what you created on registration and the email address you used to register. Your National Insurance Number and date of birth must match what the administration team hold on the system for you.
- If you are sure you have entered the details correctly, please clear your browser history as per query 1 and re-try entering and submitting your details after 30 minutes of your initial attempt.

- If the error persists, please contact the administration team for assistance (you can find their details in the *Contact us* section of the site), it could be your access is blocked if you tried to login with incorrect login details too many times prior to your forgotten password attempt.

3) *Why have I not received my One Time Code?*

Are you checking the mobile/landline phone you used as your contact number to register? If so, then please contact the administration team to find out why the code is not being received.

4) *I have entered my One Time Code but get an error message and unable to proceed*

Please ensure you have entered this correctly. If unsure, please try inputting this again. If the error persists, please contact the administration team for assistance.

5) *I am unable to create a new password and get an error message*

Please ensure your new password meets the requirements - at least 9 characters, include both upper- and lower-case letters and at least one number and one special character or symbol. The special characters that can be used are ! £ \$ % ^ & * - _ = + @ ~ . ?

Also ensure the retyped password matches.

6) *Why do I get an error message when I enter my username and new password and click Sign in on the login screen?*

Please ensure you enter the username you created on registration, and you are entering your new password correctly.

7) *I have only partially completed the forgotten password process as I closed my internet browser through the process and want to resume from where I left off*

Please ensure you complete the forgotten password process within the one web session. If you leave part way through the process you will need to start from the beginning. Also, you should wait 30 minutes after your first attempt before trying again.

Thank you for your interest in your account. We hope you find this guide helpful however our administration team are available to assist you with any queries to get you online. They can be contacted Monday to Friday between the hours of 9am and 5pm (see the *Contact us* section of the site).