

ImmForm Helpsheet 10 – Passwords

This helpsheet explains what to do if you forget your password or wish to change your password.

Withdrawal of organisational login accounts

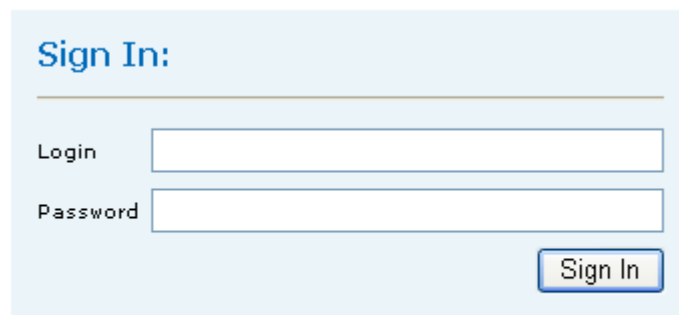
Organisational login accounts have been replaced with individual accounts. The background to this is described further in 'Helpsheet 14 – Why ImmForm logins have changed'.

If you are not an existing individual login user on ImmForm you can register online by clicking on www.immform.dh.gov.uk/registration – see Helpsheet 8 – How to register'.

Forgotten passwords

Tip: If you already have a valid login and password, but are having problems logging in, please see ImmForm Helpsheet 3 – Troubleshooting.

1. Go to www.immform.dh.gov.uk
2. Click on the text link [Forgotten your password?](#)



3. Enter your login, the security code that is shown and then click the '[Continue](#)' button.

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Reset Password

Enter your login

Security Code
(Please enter the security code displayed in the image)

57XF8

Cancel

4. You will then receive the following message:

Thank you for submitting your password request. If your email address is known to ImmForm, you will shortly be sent a password reset email.

Please allow up to 20 minutes for delivery.

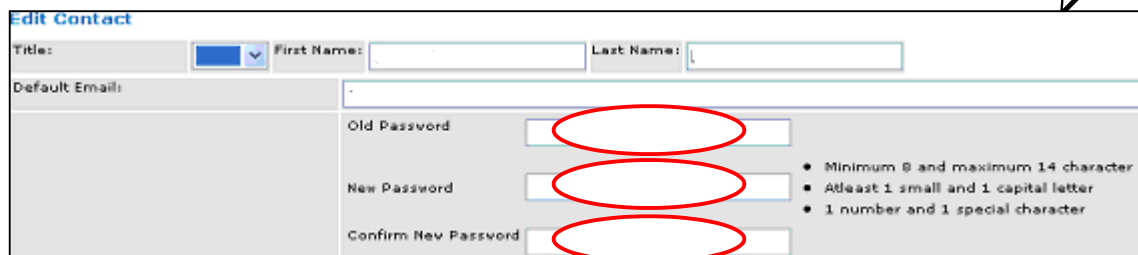
If you need further assistance, please email your request to immform@dh.gsi.gov.uk.

5. If you are unable to generate a password reminder, please contact the ImmForm Helpdesk at helpdesk@immform.org.uk or call 0844 376 0040.
6. Check your email inbox and you will receive an email with the following subject heading:
“ImmForm – IMPORTANT ACTION REQUIRED WITHIN 48 HOURS – Reset ImmForm Website Password”
7. Open the email and click on the link contained within the email. This will open a new screen where you can enter your chosen password (see the section on *strong password rules* below) and Re-confirm your password by entering it again, to make sure you have not mistyped it the first time.
8. Then click the [Save](#) button. You will then get the following message **‘Your password has been saved. [Click here to Login.](#)’**
9. You will receive an email confirming that your password has been changed.

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Changing passwords

1. Login to ImmForm (www.immform.dh.gov.uk) using your current login and password.
2. Once you have logged in, click on 'Change My Details' on the top toolbar.
3. On the next screen, you have the option to change your password. You will need to enter your old password that you used to log in with.



The screenshot shows the 'Edit Contact' form. It includes fields for Title, First Name, Last Name, and Default Email. The password change section contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each of these three fields is circled in red. To the right of the password fields, there are three bullet points listing password requirements: 'Minimum 8 and maximum 14 character', 'At least 1 small and 1 capital letter', and '1 number and 1 special character'. A large '2016' watermark is visible in the top right corner of the screenshot area.

4. Enter the new password (bearing in mind the strong password rules that are enforced – see *strong password rules* below). Re-confirm your password by entering it again, to make sure you have not mistyped it the first time. Then click the [Save](#) button.

NOTE: The characters you enter are not displayed for security reasons.

Tip: Please remember that the ImmForm website is secure and password protected, so you need to keep your password safe and secure and not share it with anyone to prevent unauthorised access.

5. A message will be displayed at the bottom left of the screen saying 'Saved successfully'. You will receive an email confirming that your password has been changed. If you did not reset your password, please go to www.immform.dh.gov.uk/SignInPages/ForgetPassword.aspx and reset your password, then forward the email to helpdesk@immform.org.uk, explaining that your password was changed without your authorisation.

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Strong password rules

1. All ImmForm users are required to have a strong password. All ImmForm passwords must comply with the following rules:
 - be between 8 and 14 characters long
 - contain at least one upper case (CAPITAL) letter
 - contain at least one lower case letter
 - contain at least one number
 - contain at least one special character (e.g. &, %, @, _, *, etc.)

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