



Resetting Your Password Using the Mobile App

Step 1:

12:12 5G

Record your catch

There is a problem

Sign in

Email address

The email address or password you have entered is incorrect

john.doe@test.co.uk

Password

The email address or password you have entered is incorrect

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space @ . return

If your username or password is incorrect you will receive a red box explaining there is a problem. The error will highlight the problem fields in red.

Step 2:

15:09 5G

Record your catch

Sign in

Email address

Password

Having trouble signing in?

[Forgotten your password? \(opens in a web browser\)](#)

[Don't have an account yet?](#)

Sign in

[Privacy policy \(opens in a web browser\)](#)

Tap the **'forgotten your password?'** link located **below the password** field to request a new password. Please keep in mind, **you need to be connected to the internet** to do this.

Step 3:

15:12 5G

Record Your...

GOV.UK

Record your catch

BETA This is a new service – your [feedback](#) will help us to improve it.

Back

English | Cymraeg

Forgotten your password?

Enter your email address and we will send you a link to reset your password.

Email address

Send email

Enter the email address you use to log in with and **tap the green 'Send Email'** button to receive an email with a reset password link. This may go to your mailbox's junk folder so make sure you check here too.