Resetting Your Password Using the Mobile App

Step 1:

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:

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:

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.

If you need help resetting your password or require any additional support, please call us on 0300 0203 788 (open 7am to 8pm Monday to Friday).