Resetting Your Password Using the Web Service

Step 1:

There is a problem

The email or password you have entered is incorrect

Sign in

Email address

jane.doe@test.co.uk

Password

••••••••••

Sign in

Having trouble signing in?

Forgotten your password?

▶ Don't have an account yet?

If you enter an incorrect email or password, you will receive an error message at the top of the page.

To reset your password, click the **'Forgotten your password'** link at the **bottom of the page**.

Step 2:

Forgotten your password?

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

Email address

jane.doe@test.co.uk

Send email

On the next screen**, enter the email address** you use to log into your Catch Recording account and then click the green **'Send Email'** button.

Shortly after, you will receive an email containing a link to reset your password. Please note, you may need to **check your Junk folder**.

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).