Housing Jigsaw ALERT Quick Guide 2a – Forgotten password CONFIDENTIAL / version 1.0 UNCONTROLLED IF PRINTED



## Quick Guide 2a – Forgotten password

Working in partnership to deliver Housing Jigsaw ALERT





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## Forgotten password

We've all done it, you get a shiny new system and you can't wait to access it and then... you've forgotten that random jumble of letters and numbers you used.

Not to worry, it's really easy to get a new password.

1. Head to the Housing Jigsaw site and click "Forgot Password?"

housing jigsaw	
Enter your email address	
Enter your password The Password field is required.	
Forgot password?	Welcome to Housing Jigsaw

2. Enter your email address in the box:

<b>b housing</b> jigsaw
Reset Password Please enter your email address, and we'll send you a link to reset your password.
nail address: Enter your email address
Send me the link
Back to login screen





3. Click "Send me the link" which illuminates once you enter your email address:



- 4. Check your emails, one from us is on its way to you.
- 5. Click the link in the email and you'll be taken to this screen:

b housing jigsaw	•
Reset Password	
To reset your password, enter a new password and confirm it to make sure you've got it right.	
Password	
Enter your new password	
Confirm Password	
Confirm your password	
Submit	
Back to login screen	Welcome to Housing Jigsaw

- 6. Enter your new password
- 7. Confirm your new password by entering it again
- 8. Click the "Submit" button



