



Portal > Articles > General > Do you need help to set or reset your password?

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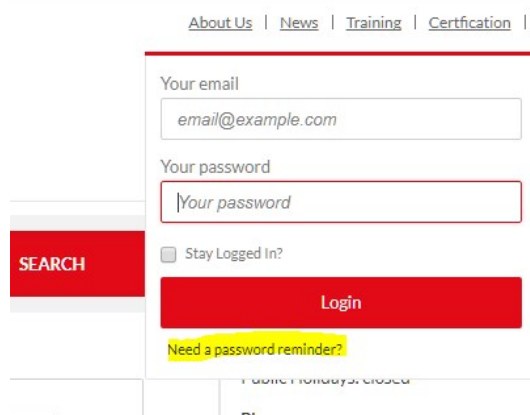
Julie Vidal - 2018-02-22 - in General

If you are having trouble changing your password in Knowledgebase, the following information may help

- Start by clicking on Login



- Click Need a password reminder?



- Fill out the Email and CAPTCHA and click Reset Password

Q Search... SEARCH

Portal > Reset Password

Forgot your password?

Complete this form to have a password reset link sent to you.

Email *

[Redacted email address]

To prove you are a human, please tell us the text you see in the CAPTCHA image

5786d [Redacted CAPTCHA text]



- Knowledgebase will confirm an email has been sent

Q Search... SEARCH

Portal > Reset Password

Password Request Received

We have received your password reset request for the email shown below. If this email address belongs to a registered account, we have sent an email with a password reset link to that account's primary email address. Please check your email inbox for further instructions.

- On receipt of the email from Support, click on the link provided and input a password. Then click Reset Password

Q Search... SEARCH

Portal > Reset Password

Reset Password

Password *

[Redacted password]

Confirm *

[Redacted confirm password]



- Do not complete any further information on the 'Your Account' screen, but just click on the Knowledgebase tab

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Your password has been updated.

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Portal > Your Account > Profile

Your Account

Profile Emails

Name *

Current password *

Upload Picture
Choose file No file chosen

Password *

Timezone *
Europe


Confirm *

HCS Membership Number
SAVA010000000

Update Password

Save Profile

- You now have access to Knowledgebase



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Portal > Knowledgebase

Knowledgebase

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