

# RESETTING YOUR OWN PASSWORD

If you have forgotten your password, you can reset it from the Bacs payment services website logon screen. This removes your existing password and initiates the process for you to retrieve a new password.

## PREREQUISITE


- Your ASM status must be 'Active' (if you are suspended, for example, because you have repeatedly mis-entered your password, then a PSC or the bank that maintains your registration must first reinstate you before you can reset your password)

## STEPS

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1. From the Bacs payment services website logon screen, click *Forgotten password*.

### STEP RESULT




Details

Please enter your contact ID and Security Information

Contact ID

Security Information

 Hint

 Reset password

2. Enter your *Contact ID* and your *Security information* (this is not case sensitive).

NOTE: If you have forgotten your security information, click *Hint*. You then have to enter your *Contact ID* and click *Send hint*. An email is sent to you with your hint for your security information. If you still cannot remember your security information, then you need it changed.

3. Click *Reset password*.

### STEP RESULT

If you successfully entered your security information, then a 'success' screen is displayed.

## RESULT

Your password is reset. You receive an email to enable you to retrieve your new password. Your ASM status is changed to 'Pending'.

NOTE: Emails are sent straight away, but please allow one hour for the email to be received. If you do not receive it, then check that it is not in your email 'junk' folder.

## AFTER COMPLETING THIS TASK

You must retrieve your new password using the email you receive.