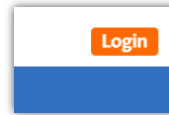


How to reset your password in 8 easy steps


1. Click on the **Login** button which is in the top right-hand corner.



2. The **Member Login** screen will be displayed. Click on the phrase **Forgot Your Password?** which is located towards the bottom of the screen.

Member Login

Username *

Password * 

LOG IN

[Forgot Your Username?](#)
[Forgot Your Password?](#)

3. The **Member Login** screen will change to display **Reset My Password**. Enter your **Username** and **Email**. Click on the **RESET PASSWORD** button.

Member Login

Reset My Password

Username *

Email *

RESET PASSWORD


4. The **Member Login** screen will change to display a **Success** message and an email will be sent to the email address. This will occur if you have entered the username and email in step 3 that matches your account.

Member Login

Success

- An email has just been sent to somewhere@overtherainbow.org.au containing password reset instructions

Username *

Password * 

LOG IN

[Forgot Your Username?](#)
[Forgot Your Password?](#)

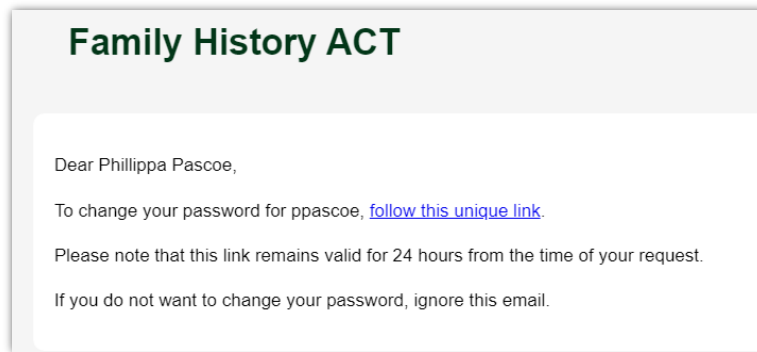
If the Username and/or Email are incorrect you will receive a **Warning** message. Return to step 3 and try again.

Warning

- Your user account cannot be found

How to reset your password in 8 easy steps

- Once you have received the reset password email, click on the underlined phrase **follow this unique link**.



- The **Member Login** screen will display **Please enter a new password**. Enter your new password in the **New Password** and **Confirm Password** fields. Click on the **UPDATE PASSWORD** button.

The screenshot shows the 'Member Login' screen. It says 'Hi Phillippa, Please enter a new password'. There are two input fields: 'New Password *' and 'Confirm Password *', each with a yellow eye icon to toggle visibility. Below the fields is a yellow button labeled 'UPDATE PASSWORD'.

- The **Member Login** screen will change to display a **Success** message. You can now login with your **Username** and the **Password** you have just set.

The screenshot shows the 'Member Login' screen after a successful password update. A green banner at the top says 'Success' with a bullet point: 'Your password has been updated.' Below this are input fields for 'Username *' and 'Password *' with a yellow eye icon. A yellow button labeled 'LOG IN' is below the fields. At the bottom, there are two links: 'Forgot Your Username?' and 'Forgot Your Password?'.

- You will receive an email notifying you that your account has been changed.

