

Lost Password Process

Hi All

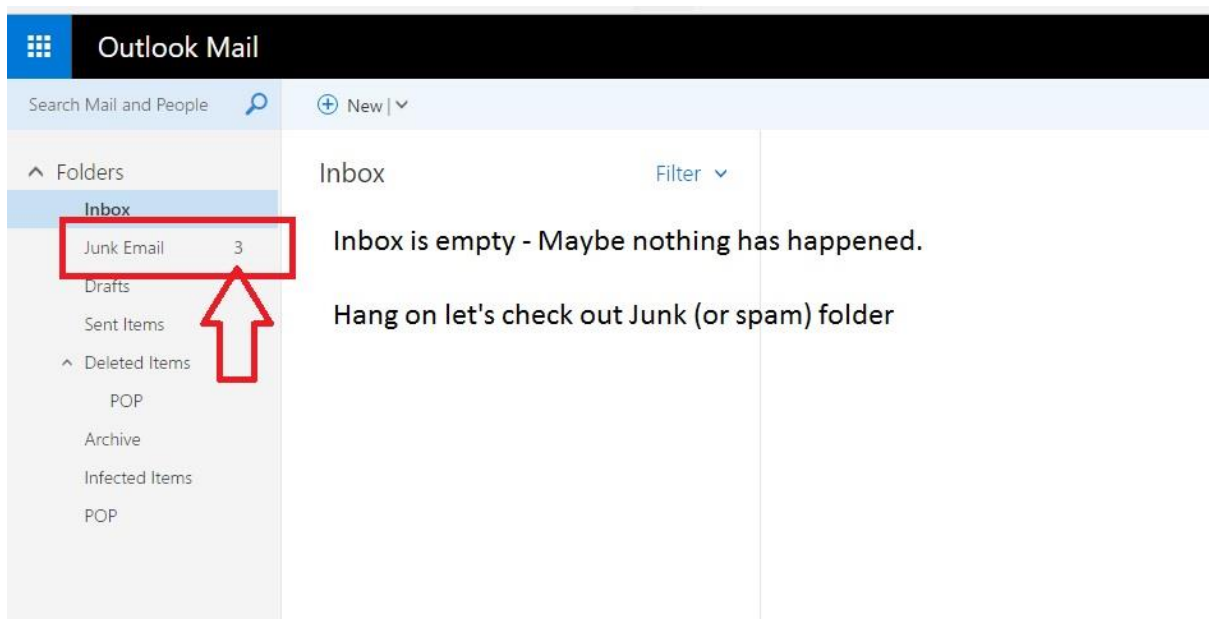
People have been having trouble with the lost password process, so here is how you do it.

Go to NZIEH.org.nz

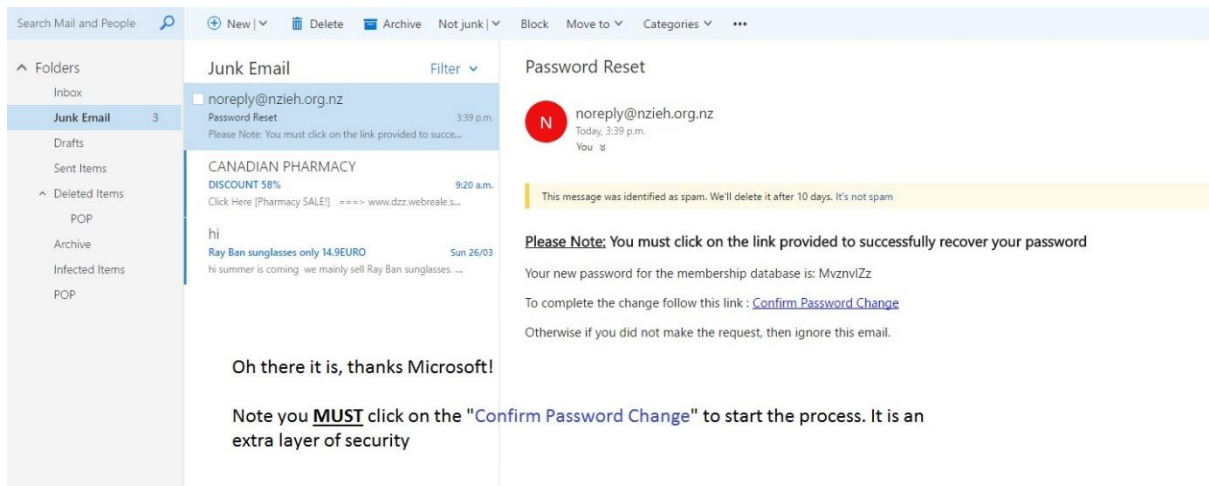
1. Click Log In (top right) and the Please Sign in section will appear, click on the 'I've lost my password'.

2. Enter your email address and click submit. Nothing appears to change. Don't worry this is normal.

3. Check your email, here I'm using Outlook Mail



4. Check your junk/spam folder. Ensure you link on the link in the email



5. The link opens here

Please sign in

Email

Password

☐ Remember me next time?

Log in

[I've lost my password](#)

The link takes you here, enter the password provided by the email into the Password box, and use your normal email

6. Now you're in and probably want to change your password to something you prefer. This is optional from here on, you can use the password provided by the email but it is not a very secure password and best practise is to change it to something better.

Go to your profile...

HOORAY I'm in!
Click on your name in the top right corner and select 'My Profile'

My Home

Hello Scott

[View / Edit profile](#)

Hi Members! This is a quick link to the Forums.

[Hotlink to Forums](#)

Scott

My Profile

Log out

7. ...and click the EDIT tab.

The screenshot shows the New Zealand Institute of Environmental Health (NZIEH) website. The header includes the NZIEH logo and navigation links: Home, About Us, 2018 IFEH Congress, News & Events, 2017 Conference, and Members Area. The breadcrumb trail reads "Members » Profile". The main heading is "Profile". Below this is a tabbed interface with four tabs: Overview, Edit, Invoices, and Events. The "Edit" tab is highlighted in dark blue. An arrow points to the "Edit" tab with the text "Click Edit". Below the tabs, there is a user profile section for "Scott Test" with a placeholder icon. To the right of the profile, a light blue box says "Only you can view this panel". Below that, it says "Membership Renewal:". Under the profile name, it says "BRANCH: NULL".

8. Enter the password provided by the email and your new one. Be sure to make it at least 8 characters long with a mix of letters and numbers (at least two numbers).

This screenshot shows the same NZIEH website, but the "Change Password" form is open. The breadcrumb trail is "Members » Profile" and the main heading is "Profile". The tabs are Overview, Edit, Invoices, and Events. The "Change Password" button is highlighted in green, and an arrow points to it with the text "Click Change Password". The form contains a yellow box with password requirements: "Passwords are case sensitive and must be at least 8 characters long. In addition they must contain a mix of letters and numbers, if a password is deemed to be inadequate, it will be rejected. Generally if you choose a random mix of letters and numbers including at least two numbers you should be ok. When you submit the form your new password will be checked for secureness. You will not be able to use a password that contains either your login name or your own name or part of your current password. It must include a combination of letters and numbers. Including some capital letters or non-alphabetic characters will increase its secureness. A password that consists of 6 letters and 2 numbers should be acceptable as long as it does not include your login name or your first or last names." Below this, there are three input fields: "Old Password", "Password", and "Confirm Password". To the right of these fields, the instructions read: "Enter the password in the email", "Then your new password, twice", and "Now you're all set :-)". At the bottom of the form is a "submit" button.

Any questions, ask Scott info@nzieh.org.nz