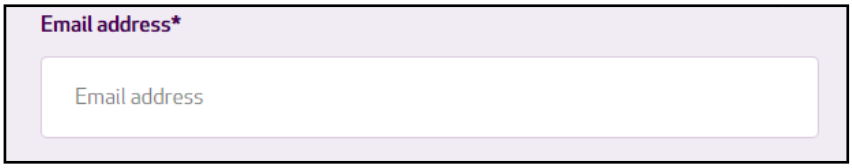
# Login to MyCareuk.com account

**Every colleague has access to MyCareUK.com.**

If you have not registered for MycareUK.com, click here to see how to register.

Once registered you can login by:

1. Going to mycareuk.com/login/
2. Entering your email address, this will be the email address you used to register your account originally.
3. If you receive an error, make sure that you have entered the correct email address or that it is spelt correctly




If you cant remember your login email address or no longer have access to it, you will need to email mycareuk@careuk.com from either:

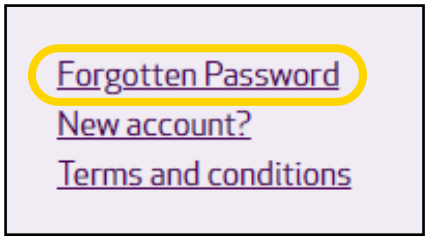
1. A care uk email address
2. or if you don't have a Care UK email address, you should ask your home admin or line manager to email mycareuk@careuk.com on your behalf for support

4. You should then enter your password, taking care that you have spelt the password correctly
5. you have 5 attempts to login before your account becomes locked

6. You can see what you have typed by clicking on the eye symbol, this will reveal the password behind the dots
7. If you are sure the password is correct, check the email address again, try retyping the email address and password, don't use saved passwords or email addresses as these may be out of date or incorrectly saved

When logging in to MyCareUK.com from different computers, type your password in each time. Don't rely on saved passwords in the browser. If you change your password on one computer, the next computer will still have your old password saved and you could lock yourself out.

6. If you lock your account you cannot reset your password until your account has been unlocked, you should email MyCareUK@careuk.com from the email address registered to your account
7. If you have not locked your account and just want to reset your password you can select 'Forgotten Password' from the login page.
8. Click here for a guide on the forgotten password process and how to reset your password




If you lock yourself out of MyCareUK.com, you cannot reset your password until your account has been unlocked. Email MyCareUK@careuk.com to unlock your account first and then you can reset your password

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