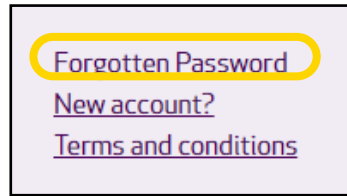




Forgotten password / password reset process

1. If you have not locked your account and just want to reset your password you can select 'Forgotten Password' from the login page.



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

2. This will take you to the 'Forgotten Password screen'
3. Type in the email address you used to register with MyCareUK.com and press the 'Send reset link' button
4. If you receive this error message, you have either entered an incorrect email address or your account is locked and you cannot reset your password until the account is unlocked.

Sorry, the email address you entered does not match an active account, please enter your email again or contact MyCareUK@careuk.com for further support

5. Type in your email address once more and press the 'Send reset link button' if you receive the error message again, email MyCareUK@careuk.com from the email address registered to your account for support



If you can't remember your registered 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

6. If you receive this message then your password reset request was successful and you will receive an email to your registered email address with a link to reset your password.

Thank you. A link to reset your password has been emailed to you.

7. The password reset link in the email is time sensitive, if not used within 24 hours you will need to request a new link.
8. Click on the link in the email and enter your new password
9. Type the password in again and click the 'Reset Password' button
10. If you receive an error message, make sure both passwords match, use the eye symbol to reveal the password you entered
11. Make sure the new password meets the password criteria below



When choosing a new password please remember your password must:

- Be 8 characters or longer
- Contain at least 1 capital letter
- Contain at least 1 number
- Contain a special character, i.e. @ or # or ! etc.
- Not be a password you have previously used

For example **Password20** is not a valid but **P@ssword20** is

12. Overview of login, forgotten password and password reset process

