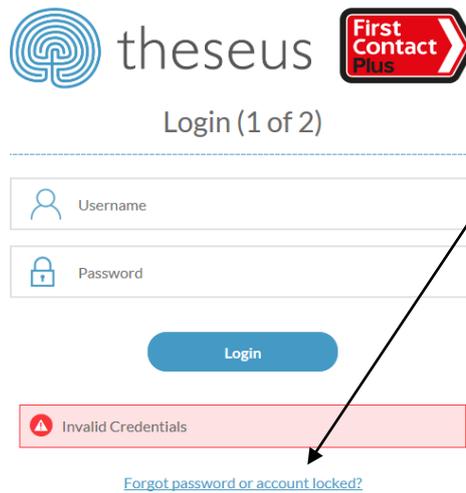# First Contact Plus - Process Guide for Password Reset

When inputting your username and password you have three attempts to input them correctly before your account is locked. For each incorrect attempt to login the screen will display the warning message **'Invalid Credentials'**
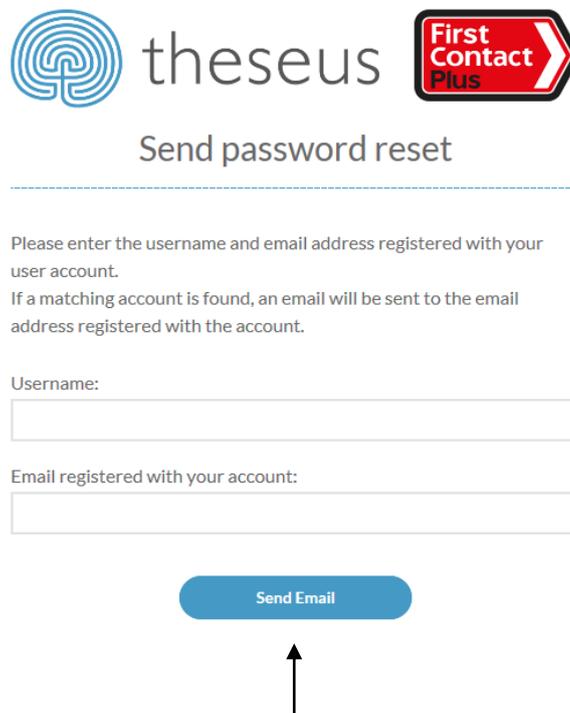
After the third incorrect attempt your account will be locked (although the screen will not alert you that your account is locked it will simply say **' Invalid Credentials'**).

1. To reset your password click on the **'Forgot password or account locked?**' Link.


2. The **'Send password reset'** screen will display. Enter your username and the email that is registered with your account and then click on '**Send Email'**

3. When you have clicked on the **'Send Email'** link you will receive a **'Reset Password'** e mail from NoReply@Theseus.co.uk to the e mail registered with your account. The e mail will include a '**Reset My Password'** link. Click on the link to reset your password *(**link valid for 8 hours** – if you have not been able to click on the link within 8 hours, follow instructions 8 to 10 below).*
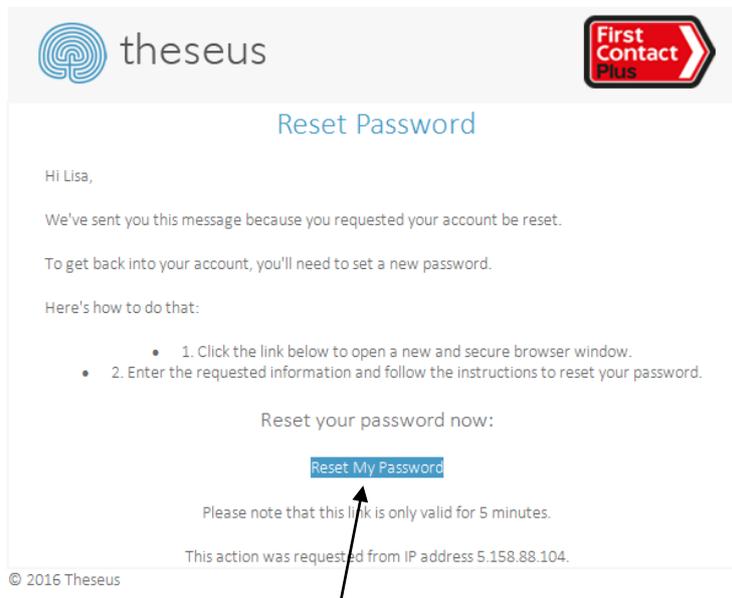
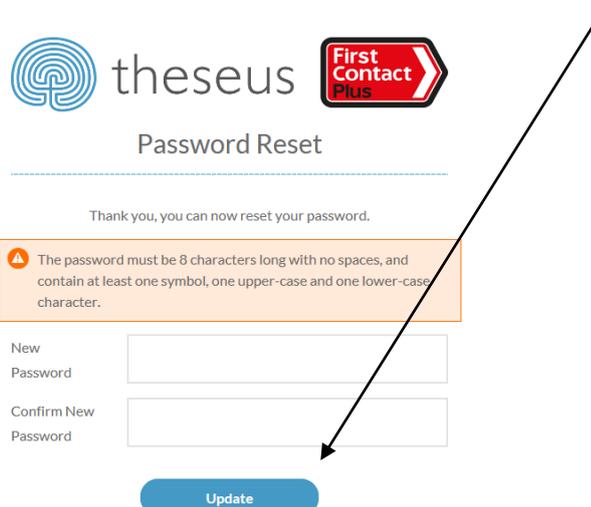4. When you have clicked on the '**Reset My Password'** link (within the 8 hour timeline) a new, secure browser window will open the **'Account Recovery'** screen. Answer your security questions and click on **'Submit'**
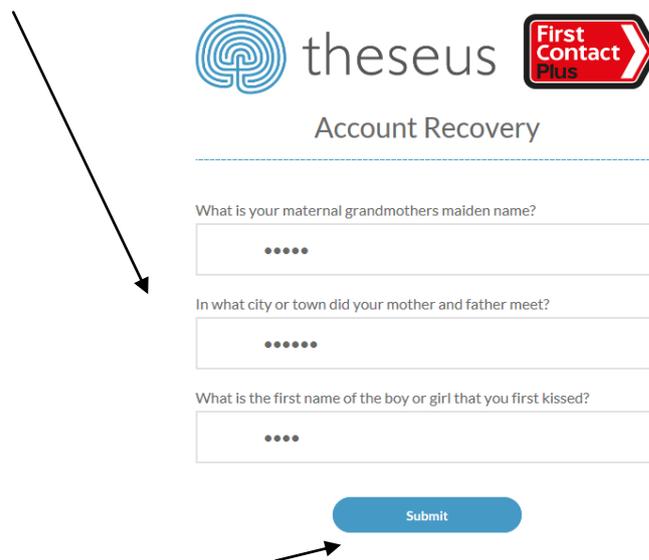
5. When you have clicked on **'Submit'** the **'Password Reset'** screen will display. Enter a new password (the password needs to be 8 characters long with no spaces and contain at least one symbol such as; ! * $), one upper case and one lower case character). When you have entered your new password and confirmed it, click on **'Update'**

6. When you have clicked on **'Update'** the **Login (1 of 2)** screen will display. Enter your username and newly created password, then click on **'Login'**;

7. When you have clicked on **'Login'** the **Login (2 of 2)** screen will open. The system will select and display one of the three security questions you chose to answer when you very first logged on.
Answer the system-selected **Security Question** by choosing the requested character from the dropdown menus. Then click on '**Submit'**

Once logged in you will be ready to start.

Reset My Password' Link Expired

8. If you have not clicked on the **'Reset My Password'** link within 8 hours of receiving it, still click on the link within the e mail and the **'Account Recovery'** screen will display. Click on **'Please resend the reset e mail'** link.

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Account Recovery
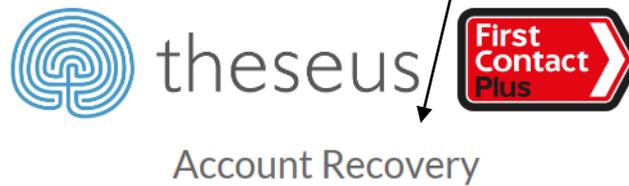
Either this token has expired or has been tampered with. Please resend the reset email.

9. When you have clicked on the**' Please resend the reset e mail'** link the **'Send password reset'** screen will be displayed.
Enter your username and the e mail address (that is registered to your account) and click on **'Send E Mail'.**

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Send password reset

Please enter the username and email address registered with your user account.
If a matching account is found, an email will be sent to the email address registered with the account.

Username:

Email registered with your account:

Send Email

10. When you have clicked on the **'Send E Mail'** link follow instructions 3 to 7 above.

Useful Tips

i. If you are prompted by your browser to 'save' your password, always select 'no' as the system will remember the saved password and this can cause problems when you are prompted to change your password.

ii. You'll be prompted to change your password approximately every 5 weeks.

iii. To login to First Contact Plus go to; www.firstcontactplus.org.uk and click on '**Partner Login'** at the top of the page.

First Contact Plus | Home | About Us | Partner Resources | Partner Login | Search...

iv. There is a **Partner Resources** area (the link is at at the top of the home page) on the First Contact Plus website which includes links to the 'How to Guides, 'Customer Leaflets' and many more;

Explore Partner Resources

Referral Form
Print out a hard copy of the new checklist You can access...

Customer Leaflets
First Contact Plus service information At First Contact Plus there are a...

How to Guides
Guides to help you with a variety areas Pointers on how to...

Our Partners
Information on who First Contact Plus works with At First Contact Plus...

Newsletters
What's Happening at First Contact Plus The next edition of the newsletter...

Performance
Information and data on how First Contact Plus performs as a service...

Evaluation
Access information on feedback given about the service The team at First Contact...