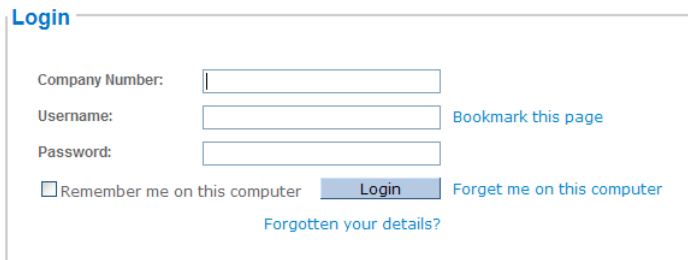


## Forgotten or Incorrect Password

When encountering an incorrect password message when inputting your login credentials you're able to reset your password yourself by selecting the **Forgotten Your Details** option.

Please follow the below steps in order to reset your password from the login screen.

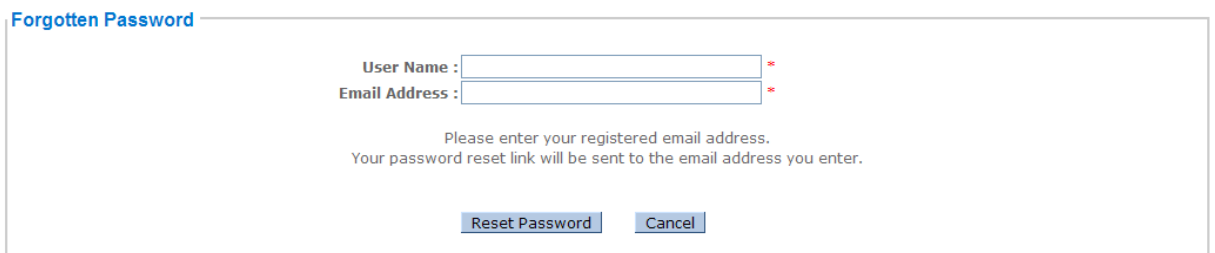
1. Select **Forgotten Your Details** from the login screen.



The screenshot shows the 'Login' page with the following fields and options:

- Company Number: [text input]
- Username: [text input] [Bookmark this page](#)
- Password: [text input]
- Remember me on this computer  [Forget me on this computer](#)
- [Forgotten your details?](#)

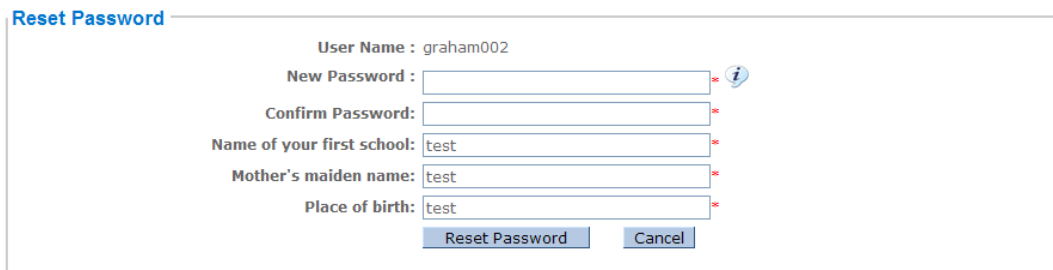
2. In the Forgotten Password field please enter your user name and the email address which is registered to your profile in croner simplify.



The screenshot shows the 'Forgotten Password' page with the following fields and options:

- User Name: [text input] \*
- Email Address: [text input] \*
- Please enter your registered email address.  
Your password reset link will be sent to the email address you enter.
- 

3. You'll be sent an email with the password reset link which will enable you to reset your password.



The screenshot shows the 'Reset Password' page with the following fields and options:

- User Name: graham002
- New Password: [text input] \* [i](#)
- Confirm Password: [text input] \*
- Name of your first school: test \*
- Mother's maiden name: test \*
- Place of birth: test \*
- 

4. Your new password must be at least eight characters long, begin with an alphabetic character, contain at least one upper case and one lower case letter, at least one number and one of the following special characters!"£\$%^&\*(). You can also reset your security questions at this point if you wish.

