Password Reset flow

- Overview
- Password Reset request

Overview

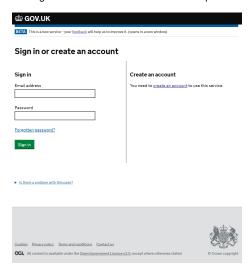
To reset a password there is a **self service mechanism** for Users.

This is applicable for all Users, i.e. citizen, caseworker, solicitor, etc.

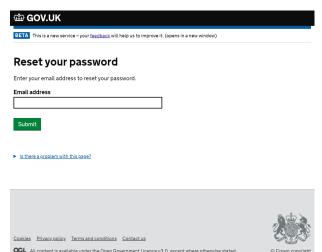
Note - there is no ability within the IDAM WebAdmin console to reset the password on behalf of a User.

Password Reset request

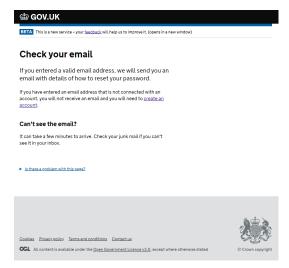
Step 1: All IdAM 'Sign in' pages have an option for the user to reset their password. Above the sign in button there is a link titled 'Forgotten Password?' clicking on this link will take the user on the password reset journey



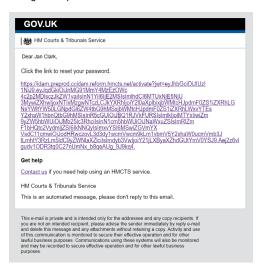
Step 2: The reset password page is presented to the user and they need to capture their account email address and click submit.



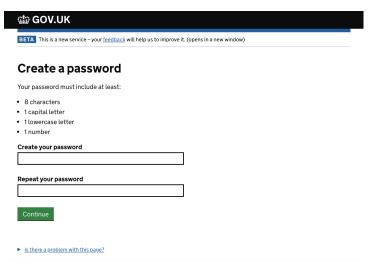
Step 3: The 'Check your email' page is displayed to the user advising them to check their email. There is an option for them to be redirected to the 'create an account' screen in the case they don't have an account and need to create one.



Step 4: The user will check their email and find the 'reset password' email that was sent from IdAM. The user will then click on the link in the email to change their password



Step 5: The user is the prompted to create a new password, repeat the password and click continue



Step 6: The password success page is displayed and the user can click continue to return to the service and login with their new password



Your password has been changed

You can sign in with your new password.

Continue

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