

Password Reset flow

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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

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Sign in or create an account

Sign in

Email address

Password

[Forgotten password?](#)

[Sign in](#)

Create an account

You need to [create an account](#) to use this service.

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

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Reset your password

Enter your email address to reset your password.

Email address

[Submit](#)

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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.

If you entered a valid email address, we will send you an email with details of how to reset your password.

If you have entered an email address that is not connected with an account, you will not receive an email and you will need to [create an account](#).

Can't see the email?

It can take a few minutes to arrive. Check your junk mail if you can't see it in your inbox.

► [Is there a problem with this page?](#)

[illegible]

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Create a password

Your password must include at least:

- 8 characters
- 1 capital letter
- 1 lowercase letter
- 1 number

Create your password

Repeat your password

Continue

[Is there a problem with this page?](#)

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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