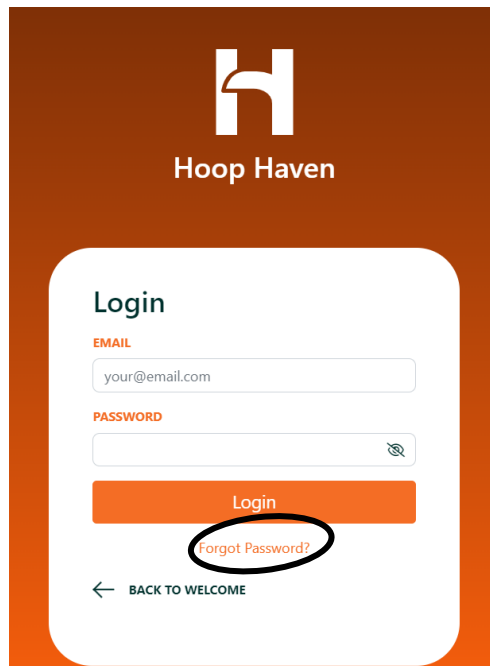


# Resetting a Forgotten Password

## I've Forgotten my Password/My Password Isn't Working

- On the Login screen, select **Forgot Password?**



- On the next screen, enter your **Email Address** and press **Recover Password**
- You will receive an email within 5 minutes:

A password reset request has been received for <https://portal.hoophaven.franscape.io>, please click the link below to continue and a new password will be emailed to you.

<https://portal.hoophaven.franscape.io/reset-password/> [REDACTED]

If prompted, please enter the password reset token: [REDACTED]

This token is valid for 24 hours, if this action was not taken by you, please ignore this email.

Kind regards,


- Following the instructions in the email, click on the **long link**

**Please Note:** your password reset link **expires** after **24 hours**

- This will take you to the **Password Reset Page**

If you have not already received an email with your reset token, please [click here](#).

**E-mail address**

**Reset token**

**New Password**

**Confirm Password**

[Back to login](#) or [Register an account](#)

- Enter your **Email Address**
- The **Reset Token** should already be present. If it isn't, copy and paste it from the email you received
- Enter your **New Password**
- Confirm your **New Password**
- Click **Reset Password**

**Please Note:** Passwords should contain at least one **Capital Letter**, one **Number** and one **Special Character** (such as **!\$\_@\***)

- Once your password has successfully been reset, select **Back to Login** and log in with your new password.