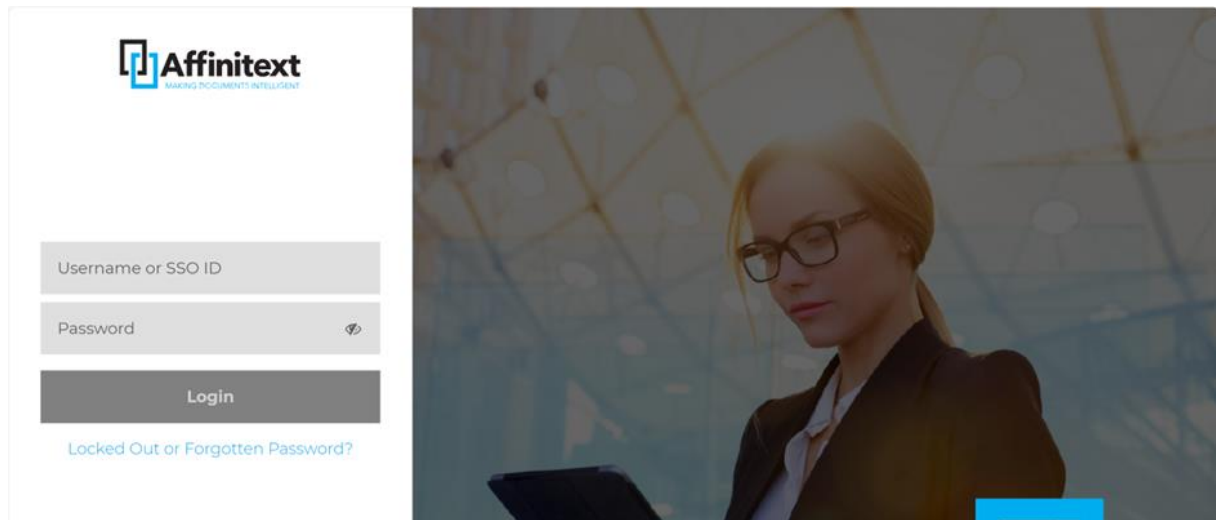
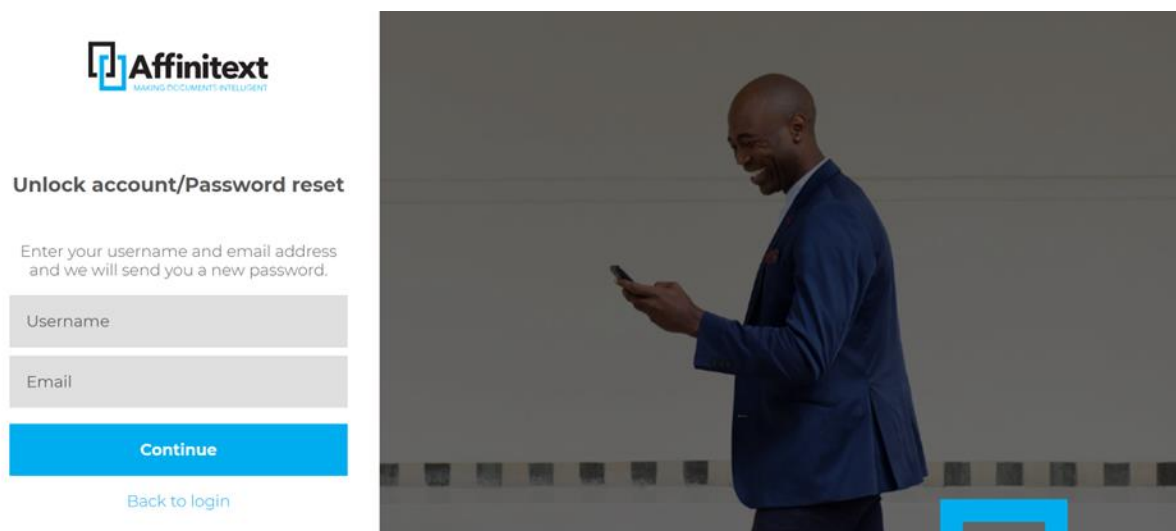


Resetting your Password

If you cannot recall your password or become locked out as a result of inputting an incorrect password too many times, you can use the “Locked Out or Forgotten Password” link below the sign-in box of your library landing page.

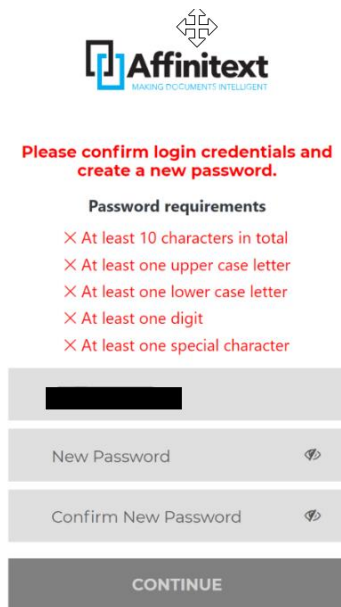



Clicking this link will bring you to the reset page, which will prompt you to enter your username and email address. Please note, your username is case-sensitive. If you cannot remember your username, you can contact support@affinitextgroup.com for further assistance.



After completing your username and email address, click continue, to receive a password reset email sent to your email address. When you receive the email click on the ‘Reset my account’ link in the email*. This will take you to the ‘..create new password’ page.

**Should the 'Reset my account' button not work for you, the 'reset password' email provides an alternative option to use your library web address link (provided in the email) to get to the login page. On the login page enter your username and the one-time password provided in the email. Please check to ensure the password field has not automatically populated with a previously saved password. Click 'login' and you will be taken to the '..create new password' page.*





Affinitext
MAKING DOCUMENTS INTELLIGENT

Please confirm login credentials and create a new password.

Password requirements

- × At least 10 characters in total
- × At least one upper case letter
- × At least one lower case letter
- × At least one digit
- × At least one special character

New Password 

Confirm New Password 

CONTINUE



Your username should automatically populate in the first box, and you will need to complete the 'New password' and 'Confirm New password' boxes. Your new password will need to meet the security criteria outlined in red above these fields. Each will turn green as it is met. Please note that you cannot use one of your five most recently set passwords.

Click 'continue' once you have completed the password fields and you will return to the login page (which will include the wording 'Password successfully changed' and prompt you to sign in with your new credentials). Finally, please be mindful that if you have set your browser's auto-populate to save your former password, you might need to reset this to avoid trying to login with a now expired password.

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