



Password Reset

A guide to resetting your Real-Time Online password

This guide will take you through the steps of resetting your password in Real-Time Online. You may need to do this if you have forgotten your password or wish to change it for security reasons.

The latter steps will also apply to first-time users who have been invited to join Real-Time Online and need to set up a password.

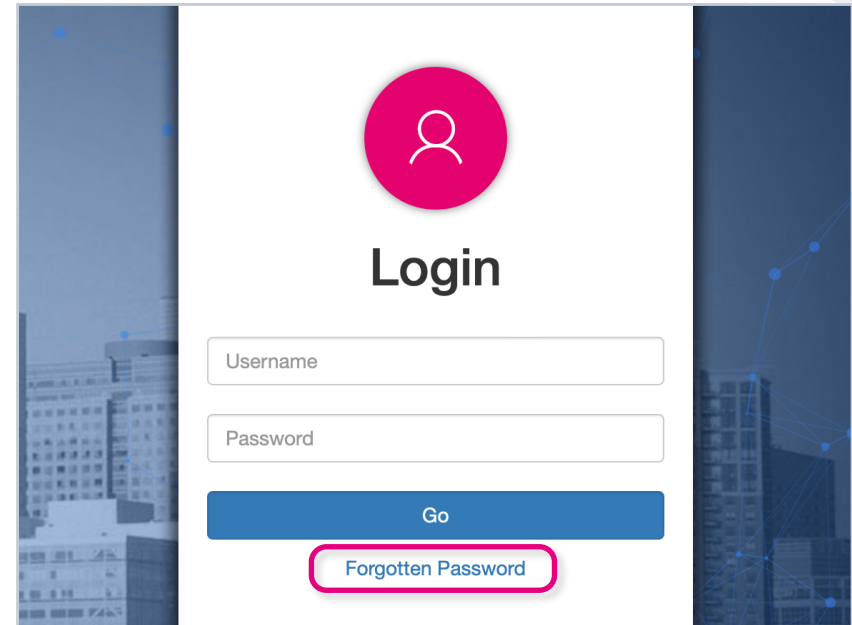
Step 1

If you have forgotten your password, head to the Real-Time Online login page and **click 'Forgotten password'** beneath the email and password fields.

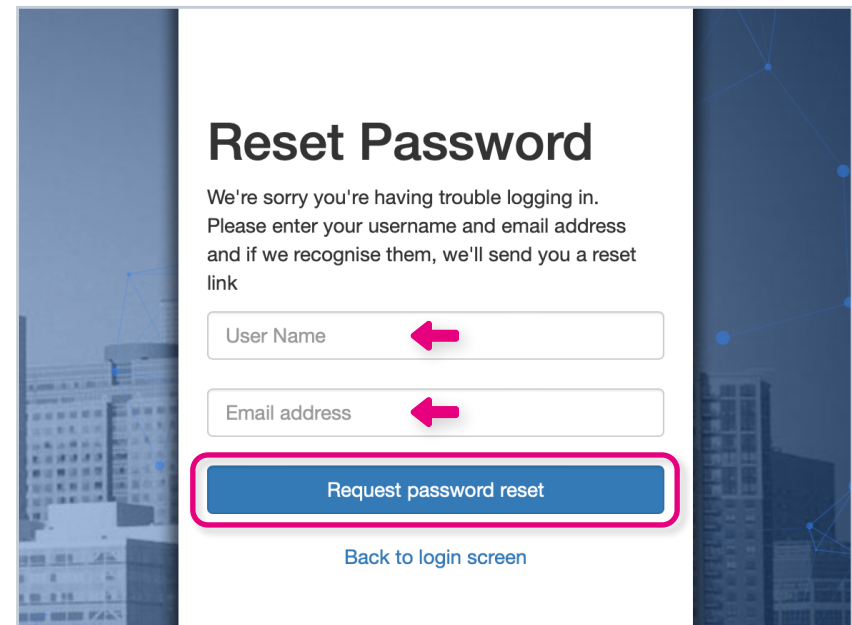
Step 2

Enter your user name and email address into the relevant fields, then **click 'Request password reset'**.

A password reset email will then be sent to your inbox.



The image shows a login page with a white background and a dark blue sidebar on the right. At the top center is a pink circular icon with a white person silhouette. Below it is the word "Login" in bold black text. There are two input fields: "Username" and "Password". Below these is a blue button labeled "Go". At the bottom, there is a pink button labeled "Forgotten Password" which is highlighted with a pink border.



The image shows a "Reset Password" page with a white background and a dark blue sidebar on the right. The title "Reset Password" is in bold black text. Below it is a message: "We're sorry you're having trouble logging in. Please enter your username and email address and if we recognise them, we'll send you a reset link". There are two input fields: "User Name" and "Email address". Each field has a pink arrow pointing left. Below these is a blue button labeled "Request password reset" which is highlighted with a pink border. At the bottom, there is a link labeled "Back to login screen".

Step 3

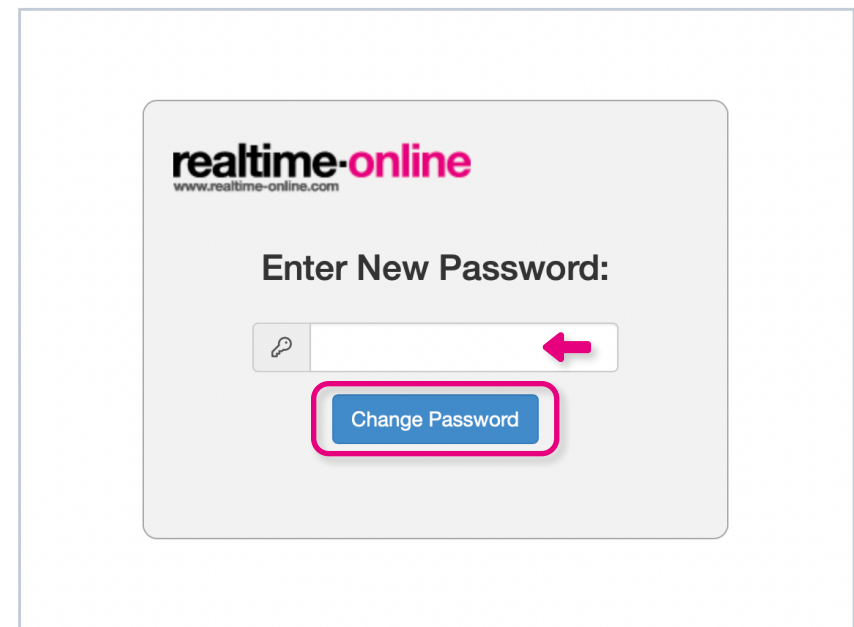
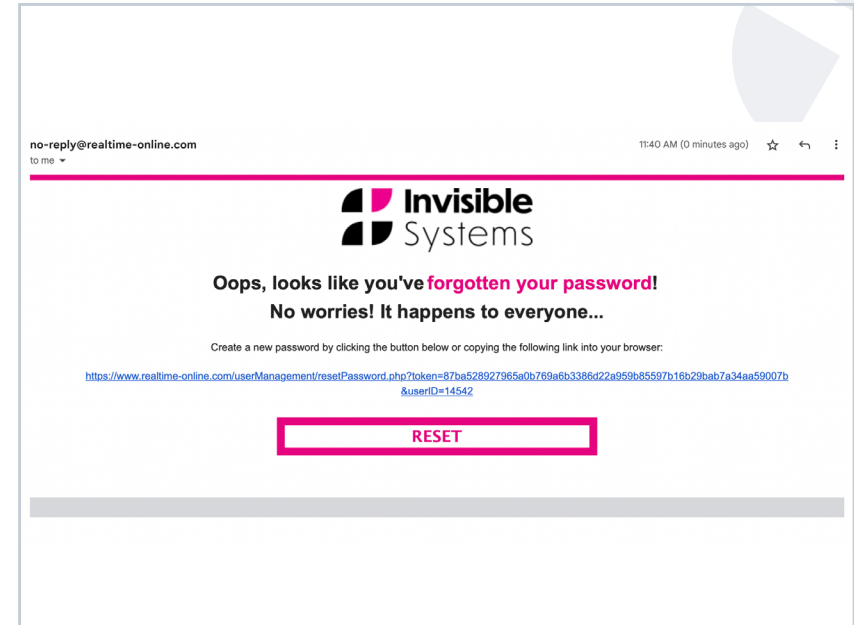
Once you receive the email, **click on the 'Reset' button** or copy and paste the link into your browser.

Step 4

Type in a new password and click 'Change Password'. You will now be able to log in to Real-Time Online with your new password.

The password reset link **expires after 7 days**. If this happens, simply follow the above steps again.

If you're a new user, you will also receive a password reset email to log in for the first time. You should follow steps 3 to 4.



If you require any additional training, please contact
help@invisible-systems.com

