

# Account Recovery - How to Reset Your Password

Employees will have the ability to set their own memorable password, and will no longer need to provide a 6-digit PIN each time they login.

If an employee forgets their password, no need to worry! They can reset their password any time, using a code generated by the system.

## Step 1

Go to the section marked **'Forgotten Your Password?'** on the right-hand side of the screen and type in your email address.

## Step 2

Click **'Recover Account'**.

If there is an existing account with this email address, you will receive a **password-reset code** via your chosen confirmation method. This will be either an **email, SMS (text) message, or On-Screen Code.**

The confirmation method associated with your account is decided by your system administrator.

[Click here](#) to learn how to set confirmation methods for your own employees.

## Step 3

**Follow the steps listed under your account's confirmation method.**

**Email** – go to page 3.

**SMS** – go to page 4.

**On-Screen Code** – go to page 5.

# Email Method

## Step 4

If there is an existing account with the email address provided, a **password-reset email will be sent to you.**

Open the email and click on your **password reset code.**

Katherine Olive,

Here is your password reset code.

[\[Redacted Link\]](#)

### Your Details

Email: [\[Redacted Email\]](#)

Please follow the link above, or visit [\[Redacted URL\]](#) and copy paste the code. You will then be prompted to set a new password.

If you require assistance please contact your administrator, or call us on [\[Redacted Phone\]](#). If you were not expecting this email please contact us immediately.

## Step 5

If you clicked on your password reset code, all you need to do is set your new password.

### SET PASSWORD

Please set a new password for your BCarm account.

Password

Passwords must be 9 characters or longer, and contain 3 or more of each of the following: an upper case letter, a lower case letter, a number, a special character (#\*£!%)

Confirm Password

SET PASSWORD

### Passwords should:

- Be at least 9 characters long
- Contain at least one upper case letter
- Contain at least one lower case letter
- Contain at least one special character (#\*£!%)

Click **Set Password.**

**Your password has now been reset.**

# SMS (Text Message) Method

If your system administrator has set up SMS (text) messages as your confirmation method, you will receive a text message with a 6-digit password reset code.

## Step 4

The text message may read as follows.

**123456 is your confirmation code.**

**Please visit <http://password-reset-link> to set your new password.**

Open the link in your text message or type in the URL into an internet browser.

## Step 5

Enter in your email address and the 6-digit password reset code.

**RESET PASSWORD**

Enter your email address and password reset code below

Email Address

Password Reset Code

**NEXT**

Click Next.

## Step 6

You can now set your new password.

**Passwords should:**

Be at least 9 characters long

Contain at least one upper case letter

Contain at least one lower case letter

Contain at least one special character (#\*£!%)

### SET PASSWORD

Please set a new password for your BCarm account.

Password

Passwords must be 9 characters or longer, and contain 3 or more of each of the following: an upper case letter, a lower case letter, a number, a special character (#\*£!%)

Confirm Password

**SET PASSWORD**

Click Set Password.

Your password has now been reset.

# On-Screen Method

**On-Screen codes are useful if your employees do not have access to an email inbox or a work mobile. Here's how they work.**

## Step 4

If your system administrator has set up an on-screen code, they will need to log in to their account, and click on **'Manage Employees'**.



## Step 5

Find the employee in the employee list and click **'Edit'** next to their name to open their employee profile.

| Employee     | Email            | Status    | Main Admin | HSM Admin | BCP Admin | ST Admin | HSM User | Manage | Last Login |
|--------------|------------------|-----------|------------|-----------|-----------|----------|----------|--------|------------|
| Irvine Welsh | iwelsh@email.com | Live User |            |           |           |          |          | Edit   | 16/11/2020 |

## Step 6

The employee's **'Edit Employee'** page will show a 6-digit forgotten password code. **Follow the link provided below the code.**

HSM Licences: In use 5, available to add 0

### Edit Employee

Mandatory fields are marked with a red asterisk (\*) ('Phone' is mandatory for Admin users only)

Company Name

Full Name \*

Direct Telephone

Email \*

Confirmation Method

Forgotten Password Code **396530** (expires 26/12/2020 09:19)

User must go to [\[Link\]](#) to reset their password, entering their email address and the six-digit code as it appears above.



# On-Screen Method continued

## Step 7

Enter in the employee's email address and the 6-digit code from the **Edit Employee** page.

**RESET PASSWORD**

Enter your email address and password reset code below

Email Address

Password Reset Code

**NEXT**

Click **'Next'**.

## Step 8

The employee can now set their new password.

**Passwords should:**

- Be at least 9 characters long
- Contain at least one upper case letter
- Contain at least one lower case letter
- Contain at least one special character (#\*£!%)

**SET PASSWORD**

Please set a new password for your BCarm account.

Password

Passwords must be 9 characters or longer, and contain 3 or more of each of the following: an upper case letter, a lower case letter, a number, a special character (#\*£!%)

Confirm Password

**SET PASSWORD**

The following information is required to create a new account. If you are unable to create an account, please contact us at 0800 075 000 or email help@bcarm.co.uk

Click **Set Password**.

**Your password has now been reset.**