

## 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.

	FORGOTTEN YOUR PASSWORD
	Email Addres
Email Address	iwelsh@email.con
Password	RECOVER ACCOUNT
LOG IN	
For any other assistance call us on	

Click <b>'Recover Account'</b> .	
LOGIN	FORGOTTEN YOUR PASSWORD?
Email Address	Email Address iwelsh@email.com
Password	RECOVER ACCOUNT
	If an account with this email address exists, we will immediately send your
LOG IN	credentials to you using the communication method associated
	with your account. This could end up in your spam/junk folder, or your may
For any other assistance call us on	need to contact your company's BCarm administrator

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.

AND A THE PART AND A DAME. ADDRESS OF A DAME AND A DAME A

### Your Details

Email:

Please follow the link above, or visit

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 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 (#\*£1%)

Confirm Password

#### SET PASSWORD

The field with new our accounts (\$10,700) is one to obtained that which, it will be "required as \$800.074 WeB is an approximate data in all

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.



# 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.

<b>RESET PASSWORD</b>
-----------------------

Enter your	email ad	dress and	password	reset code	e below

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 (#\*£1%)

Confirm Password

#### SET PASSWORD

The field with new our accounts (\$10,700) is one to obtain the state, which, it will not be found on the field of the field of the state of the stat

Click Set Password.

4



## **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
And a subscription of the local division of	and a support of the support of the	1.000						-	-
stream descent	descination permit and	1.000						100	
in agence i series	and the general work	1							
Andrews, Gargeron	dangen (pers) or	1.000						100	-
Carer Charment	coloring produced	1							-
Case-Street-	-general con	1.000						14.00	
Congene Armeres	And an experiment of the second	1						100	
logen water	annen garage och							100	
Francisco Frankriste	Automation and	1							
Come Property	Annual set	1.						-	
	Comparison and	and the second second					-		-
Irvine Welsh	iwelsh@email.com	Live User						Edit	16/11/202
123									

### 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

Company					
Johnson	<b>Q</b>				
01234567890					
pjohnson@ com	Q				
On Screen	~ 📀				
396530 (expires 26/12/2020	09:19)				
User must go to l to entering their email address ar appears above.	reset their password, nd the six-digit code as it				

Continued page 6



# **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 longContain at least one upper case letterContain at least one lower case letterContain 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 (#\*£1%)

Confirm Password

#### SET PASSWORD

For long with one was accounts data long to data on the detailed and a long to the or long-tool as the OV ALL or any end of address data in a

Click Set Password.

Your password has now been reset.