RHIZA

CONTOUR RELEASE

PASSWORD RESET PROCESS

INTRODUCTION

The latest update to Contour makes it much easier for users to reset their own password, ensuring they can access Contour securely whenever needed.
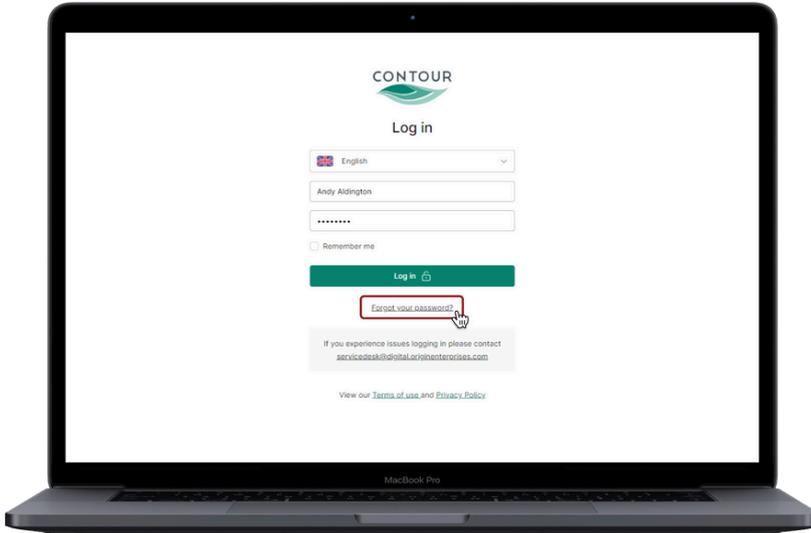
- <u>Forgotten password link:</u> Available from the login page for Contour, Contour Mobile and GROW for Admin users.

- <u>Self Service:</u> Enter user email address and receive an email with link to reset password for the account – no need to contact administration.

- <u>Secure:</u> The email address must be registered to the user's account. Set a new password, ensuring it complies with security rules.

- <u>Immediate access:</u> Once reset users can immediately log in, with the same password used for Contour and Contour Mobile

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CONTACT:
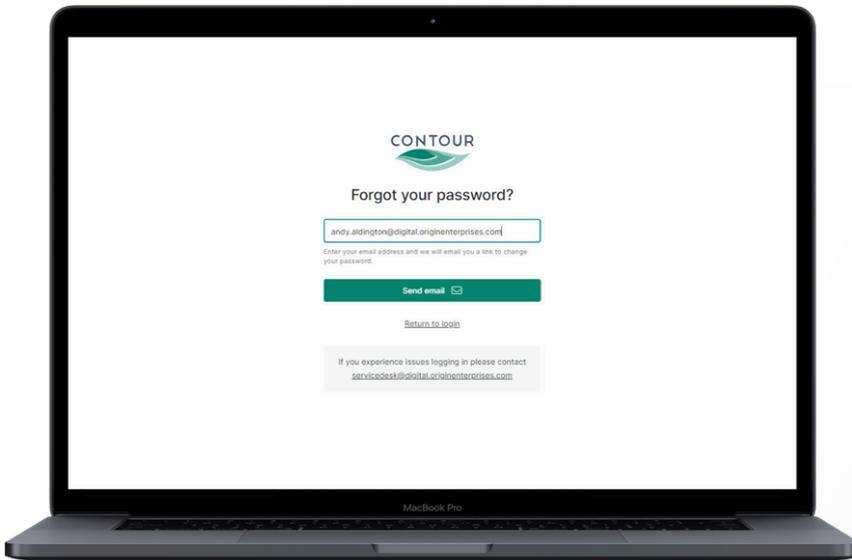
Ben Foster
Product Manager
ben.foster@rhizadigital.co.uk

RESET YOUR PASSWORD: STEP BY STEP

1.

From the Contour Login page, click 'Forgot Your Password'.

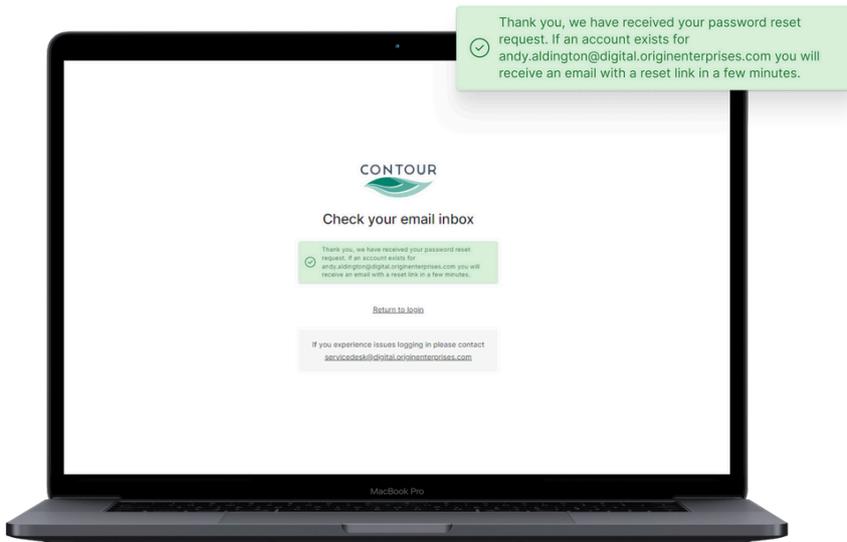**2.**

Enter your email address and click 'Send Email'.
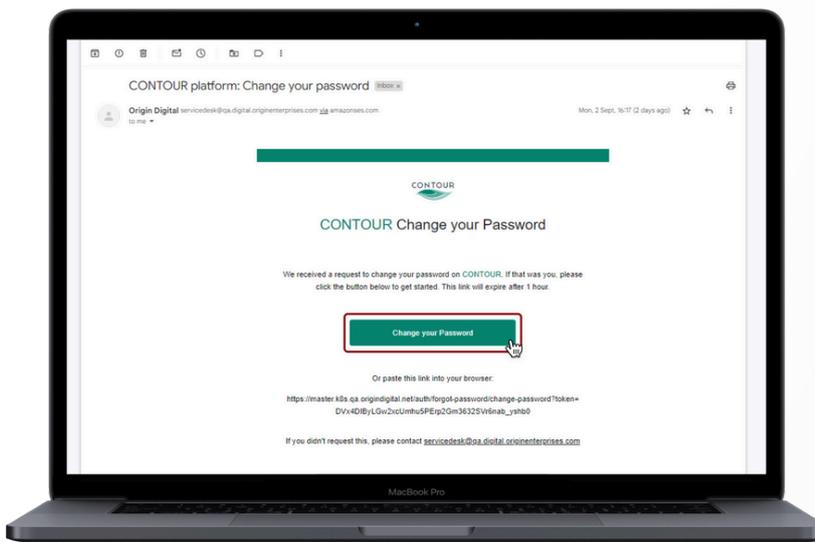
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3.

If your email matches to a single account on Contour then you will receive an email with a link to reset your password.

IMPORTANT: If you do not receive an email after following this step, please email serviceddesk@digital.originenterprises.com for support.

4.

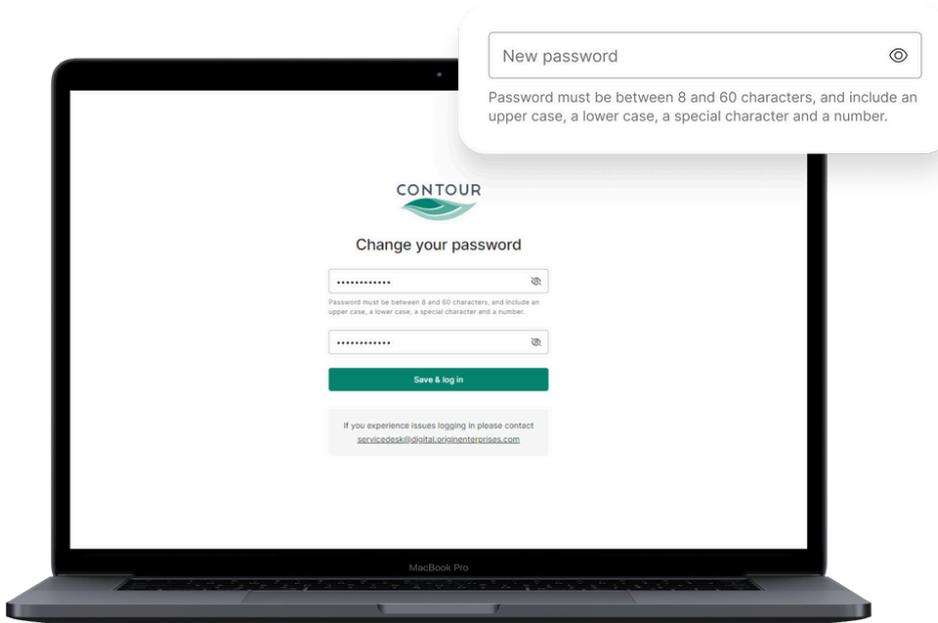Once you have received the reset email, open and click the link to 'Change Password'.

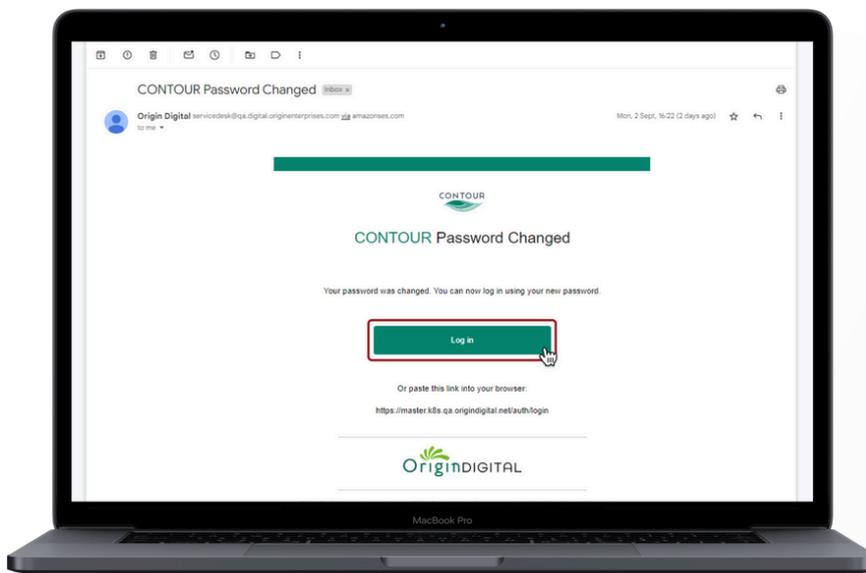# RESET YOUR PASSWORD: STEP BY STEP

5.

Enter and confirm the new password, which will need to adhere to security requirements. Guidance is provided on screen for this.

6.

Success! Return to the Contour desktop or Mobile app login screen and use your new details. You will also receive an email confirming that your password has been reset.
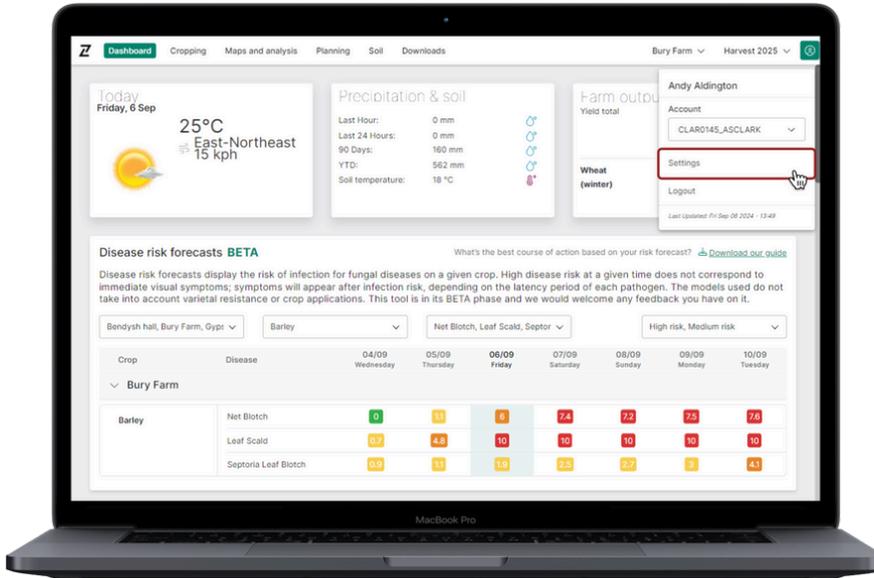

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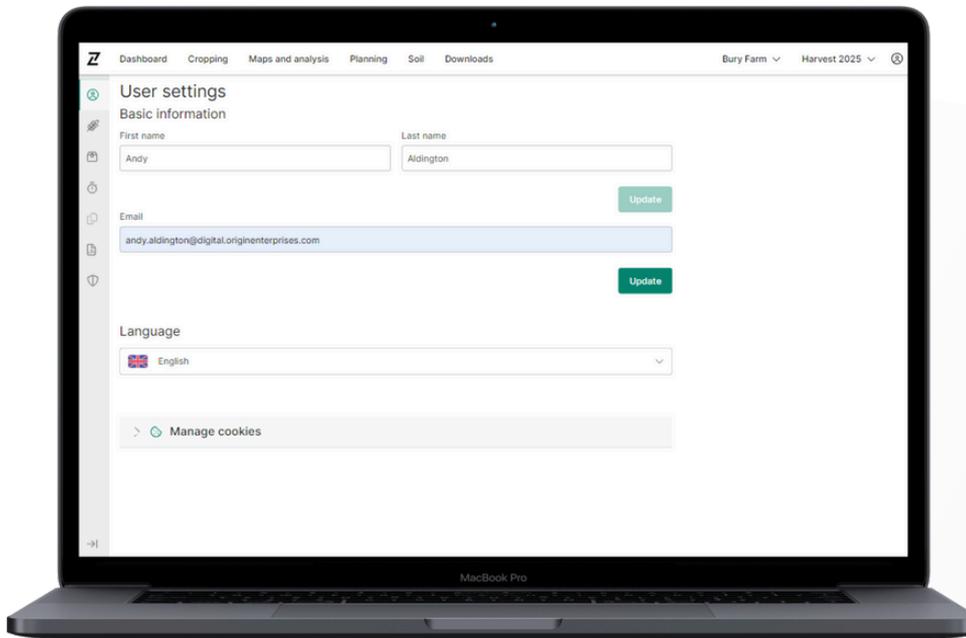# RESET YOUR PASSWORD: STEP BY STEP

7.

After logging into Contour, you can check the email associated with your account by going to Settings.

8.

If required, you can change the email address associated with the account here.

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