


Forgotten Password User Guide

The forgotten password link enables you to reset a forgotten password using self-service. Please note that this function requires an email address to be saved on Business World.

If you do not have a Renfrewshire Council or partner organisation email account saved within Business World please continue to contact the Business World Support & Development team at businessworld@renfrewshire.gov.uk or by calling 0141 618 3500 to get your password reset & have the option to add a personal email address to your account so you can self-serve in future.

Please note the additional step below if your user account has been locked.

If your user account has temporary locked...

 This user account has been temporary locked

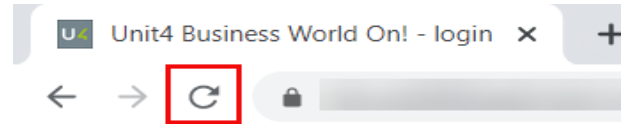
Login

[Forgotten your password?](#)

If your account has been temporary locked it will automatically unlock after **10 mins.**

If you remember your existing password, you can then log in again after 10 mins.

If your account has been locked & you do not remember your existing password, please ensure you have waited the 10 mins & then **refresh your browser**



Once you have refreshed your browser progress with the steps below to set a new password

Resetting your password


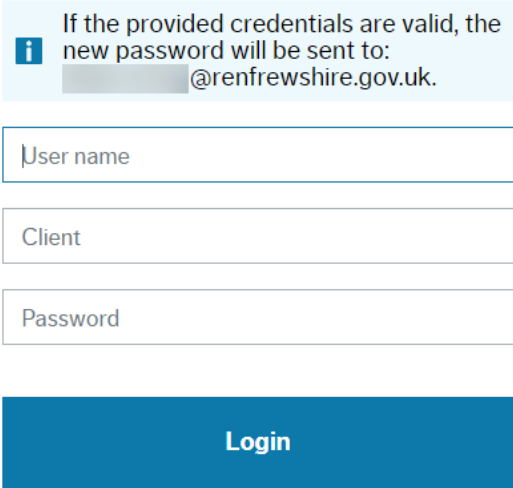
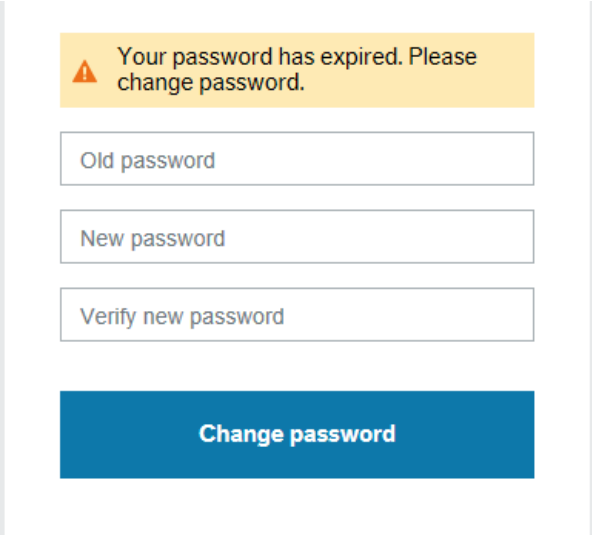
1

Login

[Forgotten your password?](#)

To reset your password, click on the **Forgotten your password?** Link.

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2		<p>Enter your Business World username & your email address then click on the reset button.</p> <p>NOTE: the email address entered must match the email address saved with your Business World account for the reset to be successful.</p> <p>Business World will then validate that the information provided and if validation is successful, an email will then be sent with a unique temporary password to enable access to the system again.</p>
4		<p>Re-enter your Business World username, client number & the new temporary password which was sent to your email address then click login.</p>
5		<p>The temporary password will then expire, and you will be prompted to choose a new personal password.</p> <p>Re-enter the temporary password in the Old password field & then enter a new personal password in the New password & enter this again in the Verify new password field.</p> <p>NOTE: Passwords must be at least 8 characters long, alpha-numeric & contain at least one upper case capitals. You are not able to repeat previously used passwords.</p>