

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.

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

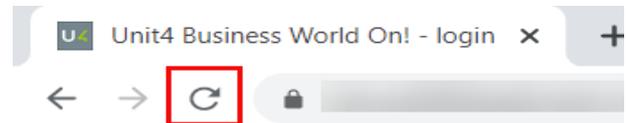
Login

[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.

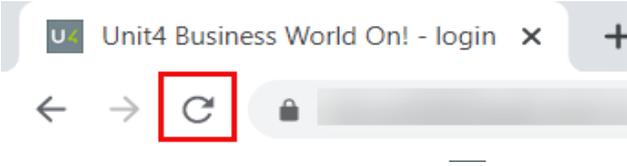
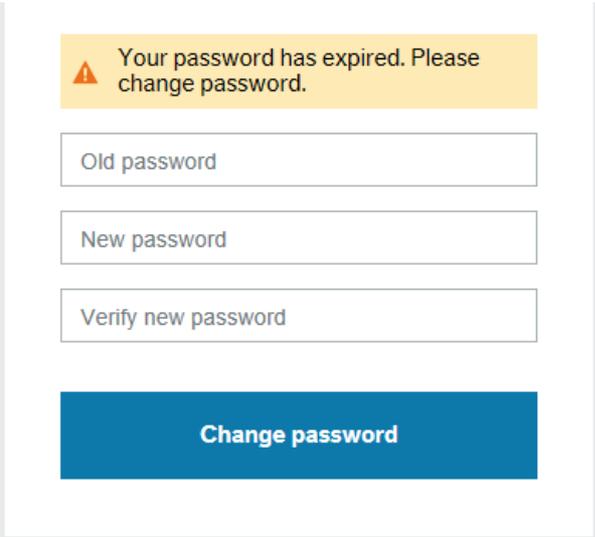
2

UNIT4
In business for people.

Enter your Business World **username** & your **email address** then click on the **reset** button.

NOTE: the email address entered must match the email address saved with your Business World account for the reset to be successful.

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3		<p>If your account was locked ensure you have <u>waited the required 10 mins</u> & <u>refresh your browser</u> as shown before trying to log in with the temp password.</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>