



# greenID Password Reset Procedure

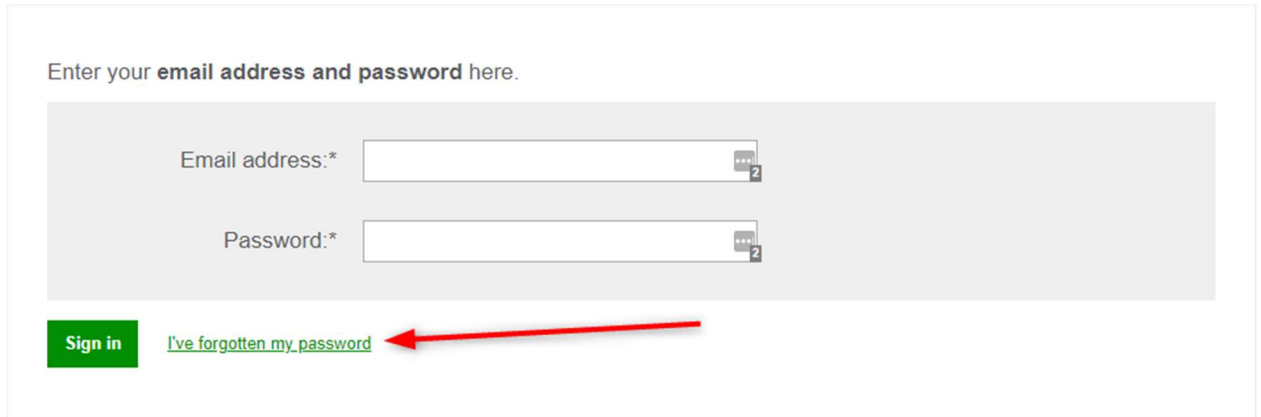
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This procedure outlines how to handle a password reset request.

1. Access your greenID admin panel account URL via your web browser.
2. Once the page has been loaded, attempt the forgotten password option by clicking the 'I've forgotten my password'



The screenshot shows a login form with the heading "Enter your email address and password here." Below this, there are two input fields: "Email address:\*" and "Password:\*". At the bottom left, there is a green "Sign in" button. To its right is a green link that says "I've forgotten my password". A red arrow points to this link.

If the forgotten password option is not possible continue to next step.

3. Super admins can reset the password for admin users. If that is not possible, continue to next step.
4. If neither preceding options are possible, please email [greenid.support@gbgplc.com](mailto:greenid.support@gbgplc.com) to reset the password :

Reset the password to a one-time-only password (that is, the password must be changed the first time it is used).