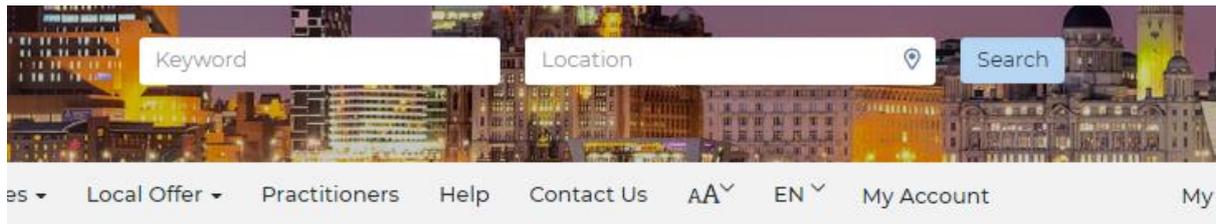


Early Help Directory: Resetting your password

Failed sign in:

To reset your password after a failed sign in attempt click on one of the 'Forgotten your password?' links.



Sign In

There has been a problem

Sorry! There has been a problem signing into your account. It could be one of these reasons...

- **The password you entered could be incorrect.** Have you [forgotten your password?](#)
- **The email address you entered could be incorrect.**

If you continue to see this error then please [contact us](#) about it.

Email address (Required)

Password (Required)

[Forgotten your password?](#)

Sign in

We respect your privacy and will not share your details.
For more information please view our [Privacy Policy](#) or [Contact us](#)

New user? [Create an account](#)

This will open the Reset password window.

Reset password

Please enter your email address
(Required)

Reset password

We respect your privacy and will not share your details.
For more information please view our [Privacy Policy](#) or [Contact us](#)

As requested please enter your email address into the field and click on 'Reset password'
Do not close the following window when retrieving your reset code.

Reset password

Do not close this window. You will need it to enter your reset code.

If your email exists on our system you will receive an email to **stecog@hotmail.com** which contains your reset code. This code will enable you to set a new password

Enter reset code (Required)

Submit reset code

Reset code is required for security and to confirm your email address.

Can't find your reset code?

If you can't find your reset code, try...

- Checking your junk or spam email folders in case it has been put there.
- [Resend it to your email address](#) (stecog@hotmail.com)

If you still have a problem then please [contact us](#).

If the email address entered is recognised you will receive a message containing a reset code.

The email will be similar to this;

“Thank you for requesting a new password for the Liverpool Early Help Directory.

Before you can reset your password you must confirm your identity...

1. Copy the following reset code:

123456

(Hint: Double-clicking the code with your mouse will select it, then right-clicking with the mouse will allow you to copy it.)

2. Paste it into the "Enter reset code" field in the "Reset your password" page in your web browser.
3. Click/Press the "Submit reset code" button.
You will then be able to create a new password and sign in to your account.

If you have any problems with the Reset password process or any other questions then please contact us at fsd@liverpool.gov.uk or via the [Contact us](#) page.

Kind regards,

The Liverpool Team”

Enter the reset code and click on ‘Submit reset code’.

The Change password window will open allowing you to enter a new password.

The password must meet the requirements below;

Change password

New password (Required)

Confirm password (Required)

[Reset your password](#)

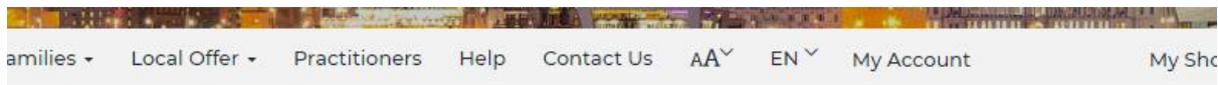
- Minimum of 8 characters.
- Besides letters, include at least a number or symbol (!@#\$\$%^*~_+=).

Enter your new password and click 'Reset your password'

You will receive an email confirming that your password has been changed and what time it was changed. If you have not made the changes please contact support@openobjects.com explaining what has happened.

"Dear *****, Your Liverpool Early Help Directory password was changed on 29 January 2019 10:30:44. If this was you, please disregard this email. If you didn't make this change, please contact support@openobjects.com."

The window below will also open confirming that your password has been changed and that you can now use it to sign in.



Sign In

Password reset

Your password has been changed. You can now use it to sign in.

Email address (Required)

Password (Required)

[Forgotten your password?](#)

[Sign in](#)

We respect your privacy and will not share your details.
 For more information please view our [Privacy Policy](#) or [Contact us](#)