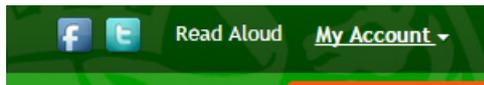


If you have forgotten your password



When you go to "my account"

You can click on the "Forgotten your password?"

A "Sign in" form with a light gray background. It features the heading "Sign in" in a large, dark font. Below the heading are two input fields: "Email address (Required)" and "Password (Required)". A blue link "Forgotten your password?" is positioned at the bottom right of the form.

This takes you to:

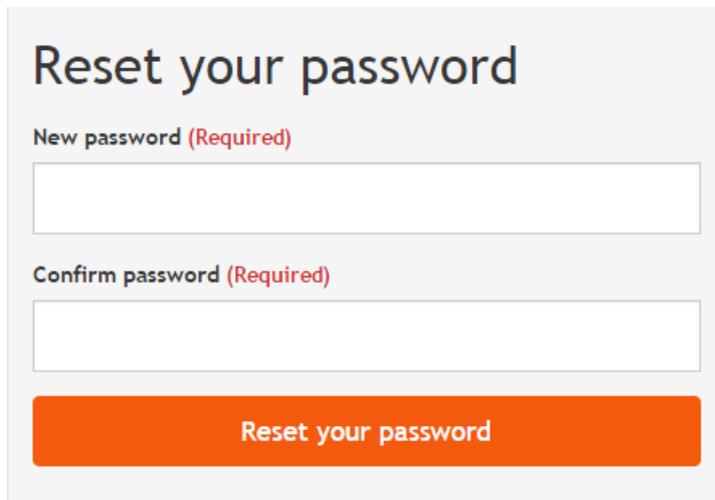
A "Reset your password" form with a light gray background. It has the heading "Reset your password" and the instruction "Please enter your email address (Required)". Below this is a single input field for the email address. At the bottom of the form is a prominent orange button labeled "Reset my password".

Enter your email address and click reset.

This takes you to:

A confirmation screen titled "Reset your password". It features a green header with a smiley face icon and the text "We have sent you an email". Below this, a red warning message states: "Do not close this window. You will need it to enter your reset code." The main text explains that an email has been sent to "valerie.fisher@oxfordshire.gov.uk" containing a reset code. There is an input field labeled "Enter reset code (Required)" and an orange "Submit reset code" button. A footer note reads: "Reset code is required for security and to confirm your email address."

Make sure to keep this window open while you check your emails for your reset code. Come back to this window and enter the code and click "reset". You can then reset your password:



The image shows a web form titled "Reset your password". It contains two input fields: "New password (Required)" and "Confirm password (Required)". Below the fields is an orange button labeled "Reset your password".

Occasionally a browser can cache conflicting information which can cause issues. Please follow the following steps and let us know if the issue persists fis.enquiries@oxfordshire.gov.uk

For Internet Explorer-

1. Press alt+t on the keyboard at the same time to bring up the tools menu.
2. Click on internet options and under the general tab click on the delete button under browsing history.
3. Untick preserve favourites if this is selected and only tick the temporary internet files and cookies options.
4. Click on delete and once this has been completed close your browser down completely (including any tabs).
5. Open up a new browser window and log back in.

When this is done you may also need to press alt+t on the keyboard again and then go to compatibility view settings. In the window that comes up, can you remove any websites from the large white box, untick the sections at the bottom and then click on close.

For Google Chrome-

1. Please follow the instructions on the following link:
<https://support.google.com/chrome/answer/95582?hl=en>
2. Select the option 'from the beginning of time' from the drop down menu, tick the delete cookies, empty the cache options and click the button to delete these files.
3. Close your browser completely (including any tabs).
4. Open up a new browser window and log back in.

For Firefox

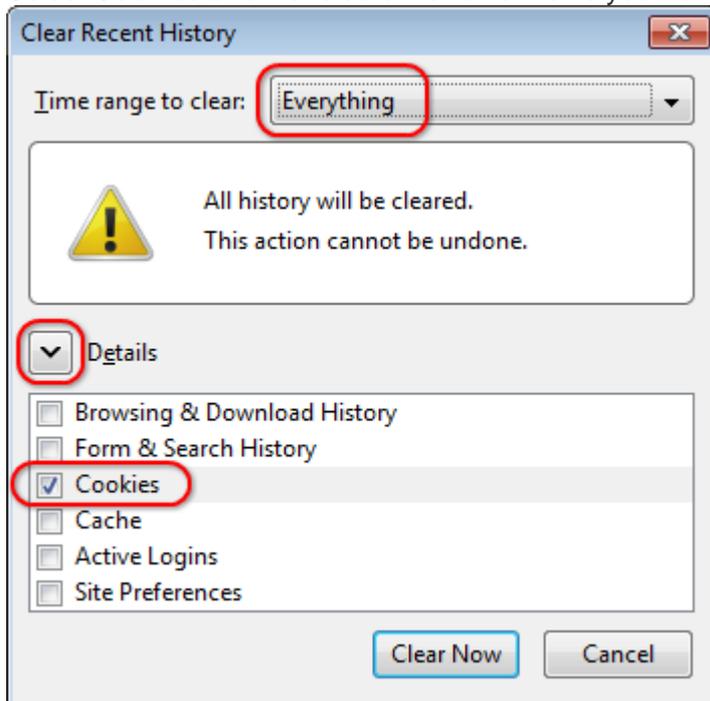
Clear the cache

1. Click the menu button  and choose Options.
2. Select the Privacy & Security panel.
3. In the **Cached Web Content** section, click Clear Now.

Delete all cookies

To delete all cookies stored on your computer, either open the Cookies window as explained above and use the Remove All Cookies button, or else do the following:

1. Click the menu button , choose History, and then Clear Recent History....
2. Set **Time range to clear** to **Everything**.
3. Click on the arrow next to **Details** to expand the list of history items.
4. Select **Cookies** and make sure that other items you want to keep are not selected.



5. Click Clear Now to clear the cookies and close the Clear Recent History window.