Forgotten Password for a customer

Occasionally passwords are forgotten and need to be reset. The customer needs to follow this routine to obtain a temporary password which they can change for a new password of their own choosing.

1. Go to the login page:

2. Enter the email address and click “Request A New Password” button, in the “Forgot your password?” section:

3. You’ll notice a new password email sent message appears:

4. Go to your email and check for an email from customerservice@esedirect.co.uk. This may be in your spam folder, hopefully not. An example one-time use password is highlighted below in yellow, but not highlighted in the email! It says, you will be required to change this password!

   ESE Direct - Password Reset
   Your password has been reset. The new password is: DJn3wZ1[]
   The next time you login you will be required to change this password. Login here
5. Put in the email address and use the password from (4) above in the “My password is” box:

6. It tells you that the password needs to be changed. Put the password from (4) & (5) above again into the “Old Password” box:

7. And a new password of your choosing in the “New Password” and “Confirm New Password” boxes and press the “Login” button:

8. You’ll be logged in with your new password.