

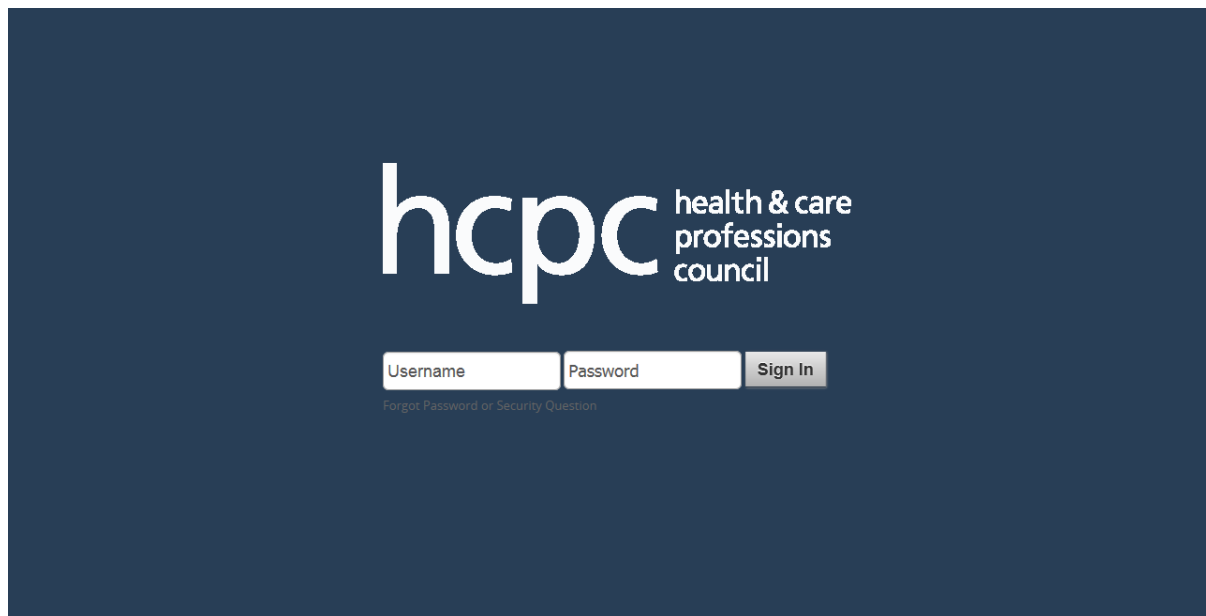
Reset Password and Security Questions

In this session, we will examine the following actions:

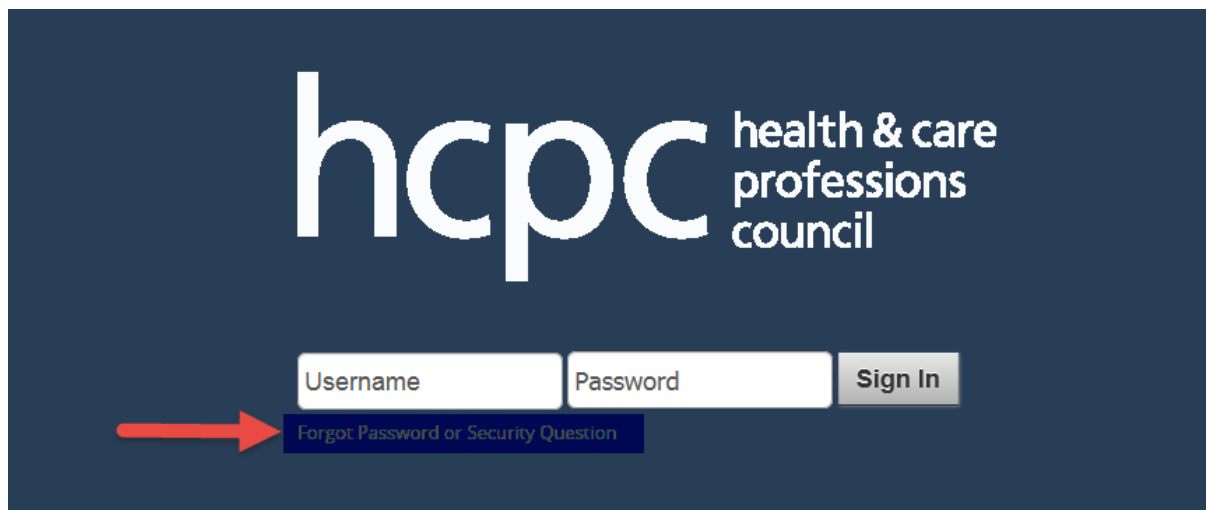
- Reset forgotten password
- Reset security questions

1. Visit the home page of the Partner Portal.

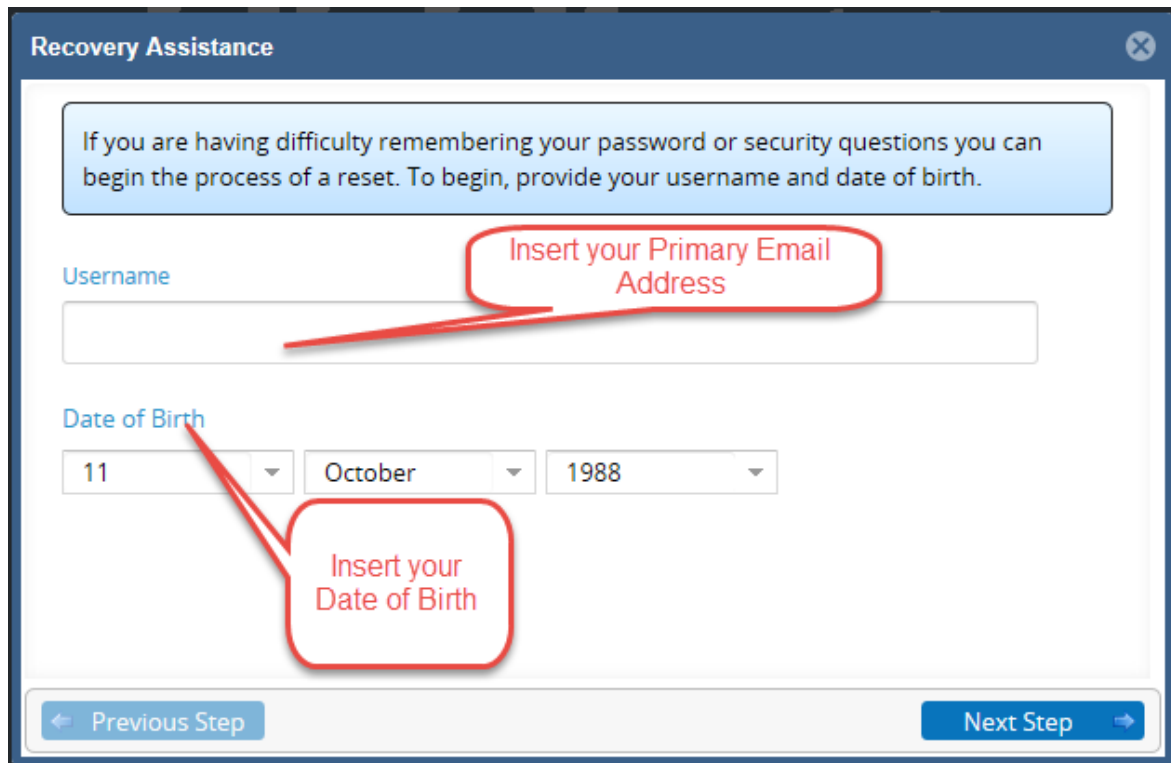
https://my.corehr.com/pls/coreportal_hcpcprtp/cp_por_public_main_page.display_login_page



2. Click on the option **Forgot Password or Security Question**.



3. Insert your primary email address on the **Username** field and your **Date of Birth**.



The image shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right. Inside, a light blue box contains the text: 'If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.' Below this, there are two input fields. The first is labeled 'Username' and is a single-line text box. A red callout bubble with the text 'Insert your Primary Email Address' points to this field. The second is labeled 'Date of Birth' and consists of three dropdown menus. The first dropdown shows '11', the second shows 'October', and the third shows '1988'. A red callout bubble with the text 'Insert your Date of Birth' points to the first dropdown. At the bottom of the dialog, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow.

Recovery Assistance

If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.

Username

Insert your Primary Email Address

Date of Birth

11 October 1988

Insert your Date of Birth

Previous Step Next Step

4. Click on **Next Step**

Recovery Assistance

If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.

Username

Date of Birth

11 October 1988

Previous Step Next Step

A red arrow points to the 'Next Step' button.

5. To reset your password, select the **Password Reset** option and click on **Next Step**.

Recovery Assistance

Options below will allow you to reset your password or security questions. Select most appropriate option and continue to next step.

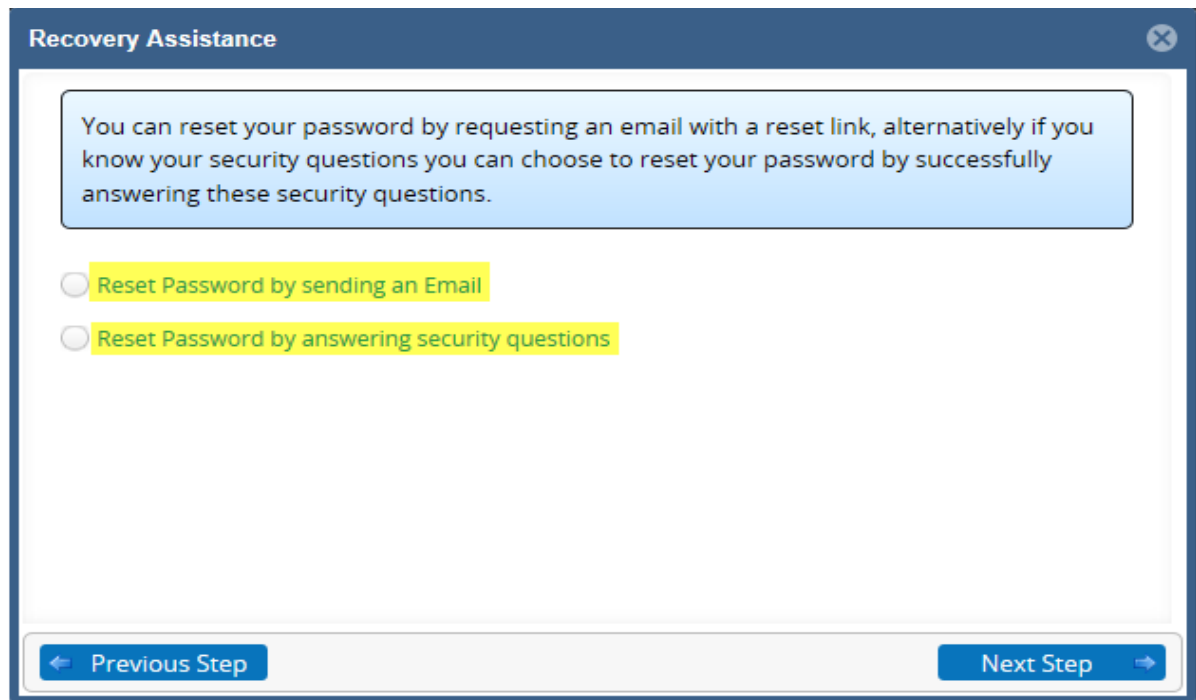
☒ Password Reset

☐ Security Question Reset

Previous Step Next Step

A red arrow points to the 'Password Reset' radio button, and another red arrow points to the 'Next Step' button.

6. There are two options to reset your password. The first one is to **Reset Password by sending an email**. The second is to **Reset Password by answering security questions**.



The screenshot shows a 'Recovery Assistance' window with a blue header bar containing a close button. Inside the window, a light blue box contains the text: 'You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions.' Below this, there are two radio button options, both highlighted with yellow backgrounds: 'Reset Password by sending an Email' and 'Reset Password by answering security questions'. At the bottom of the window, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow.

7. Select the **Reset Password by Sending an Email**, if you want to reset your password using your primary email address and click on **Next**.

Recovery Assistance

You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions.

☒ Reset Password by sending an Email

☐ Reset Password by answering security questions

[← Previous Step](#) [Next Step →](#)

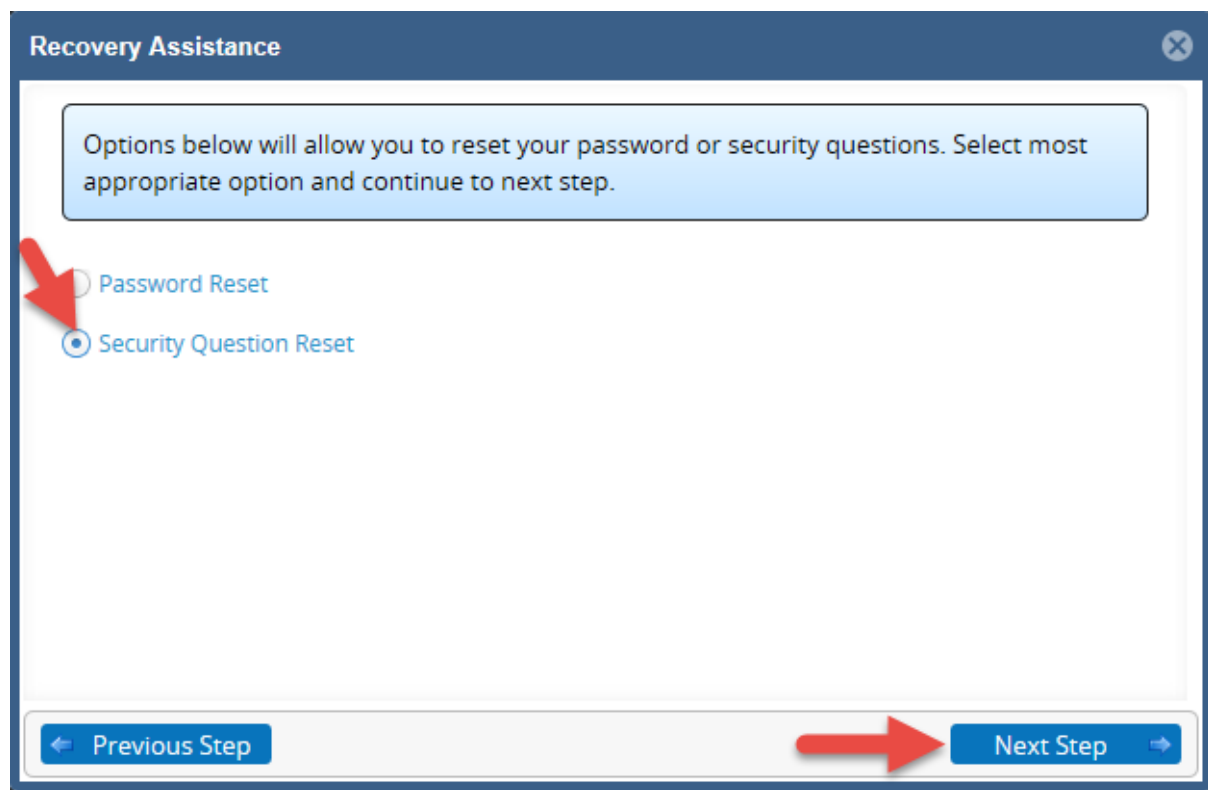
8. A confirmation message will confirm that an email has been sent to your primary email address with a link to reset your password.

Recovery Assistance

An email has been sent to your primary email address. Please check your email for the password reset link. If you haven't received an email in your primary email address within the next 60 minutes, please contact partners@hcpc-uk.org.

[← Previous Step](#) [Next Step →](#)

9. Alternatively, select the **Reset password by answering security question** if you want to reset your password using your security questions that you pre-set during your auto-registration. Click **Next Step**.



Recovery Assistance

Options below will allow you to reset your password or security questions. Select most appropriate option and continue to next step.

☐ Password Reset

☒ Security Question Reset

← Previous Step

Next Step →

The image shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right. A light blue instruction box at the top states: 'Options below will allow you to reset your password or security questions. Select most appropriate option and continue to next step.' Below this, there are two radio button options: 'Password Reset' and 'Security Question Reset'. A red arrow points to the 'Security Question Reset' option, which is selected. At the bottom, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow. A large red arrow points from the 'Previous Step' button towards the 'Next Step' button.

10. Answer the security questions and click on **Next Step**.

Recovery Assistance

Name your favourite holiday destination

Name of your favourite childrens book

Where did you meet your spouse/significant other

Please enter your answers in the free text boxes under each question

Previous Step Next Step

11. Enter a new password, confirm your new password and click on **Next Step**.

Recovery Assistance

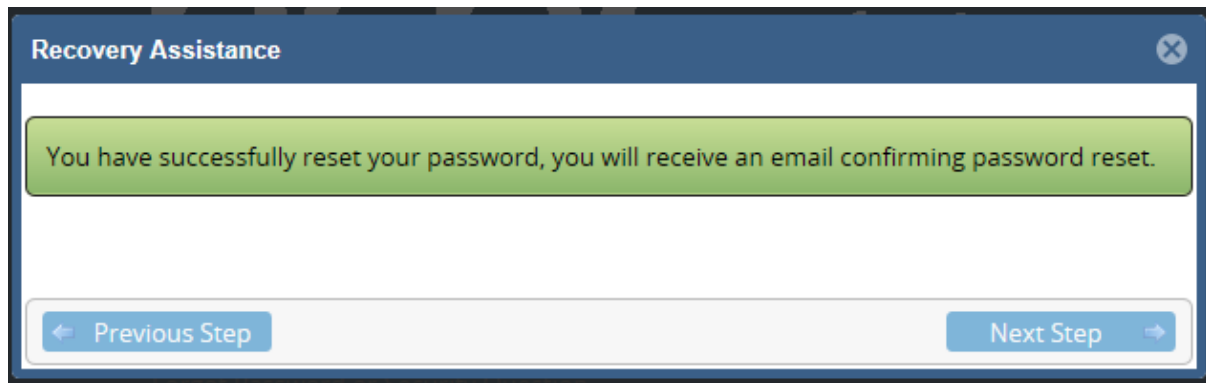
Provide a sufficiently safe and secure password. Your password is required to contain mixed case characters, numbers and specials characters (e.g. # ! @ etc).

New Password

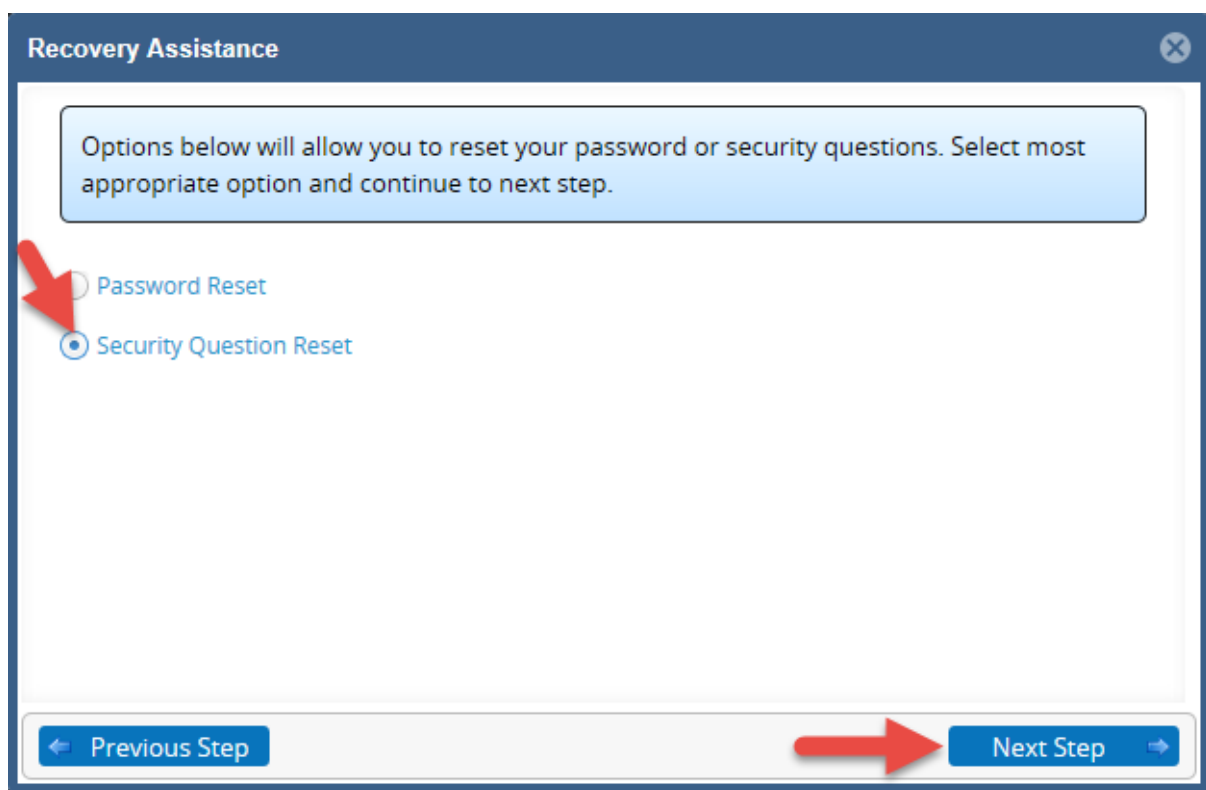
Confirm Password

Previous Step Next Step

12. A confirmation message will confirm that you have successfully reset your password.



13. If you want to reset your security questions (after you have reset your password) go to step 5, select the **Security Question Reset** and click on **Next Step**.



14. Insert your password and click on **Next Step**.

Recovery Assistance

In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen.

Password

Insert your password

Previous Step Next Step

15. Select a question from the multiple choice list and insert you answer. Click on **Next Step** once you have set-up and answered all the questions.

Recovery Assistance

Question One
What was the name of your first pet

Answer One
Test

Question Two
select question Two

Answer Two
answer to question Two

Question Three
select question Three

Answer Three
answer to question Three

Previous Step Next Step

Insert your answer

Select a question for each field from the multiple choice list

16. A confirmation message will display confirming that you have successfully reset your security questions.

