



Password Reset Cheat Sheet

I'm not sure I remember my password! Arrrgh! What do I do? Don't worry, here are the steps:

1 Pause and think

Type in the password you *usually* use. Don't rush — most people remember it after a moment.

2 Try your password once

Type in the password **once**. Take your time; it's not a race.

- Make sure Caps Lock is off
- Check numbers and symbols
- Tap **"Show Password"** or the little 👁 (eye icon) to check what you've typed.

3 Try one more time only

- Try the second time and look for the red writing that may tell you it's still incorrect. This is one of the times the computer is correct! Don't keep trying to guess your password. Trying three times may lock your account.

4 BREATHE

👉 Tap or click **"Forgot Password"**. This will safely guide you through resetting your password.

5 Follow the reset steps

You may be asked to:

- Enter your email or phone number. It is for times like these, that you give your email provider an extra email address or mobile phone number. These are called 'Recovery Details'.
- You'll receive a code or link by email or text.
- It is safe to click on this link because you have requested it. You'll be asked to create a new password. You will be required to type it in twice to ensure you've typed correctly
- Create a strong new password (avoid birthdates or easy-to-guess info)
- Follow any rules about reusing old passwords

6 **Write your new password somewhere safe-** Use a notebook or a password manager. Just don't keep your notebook directly next to your computer/tablet!

YOU'RE READY FOR ACTION! And hopefully you haven't smashed your device. Passwords are annoying but getting them right is both safer and less expensive than breaking your device!