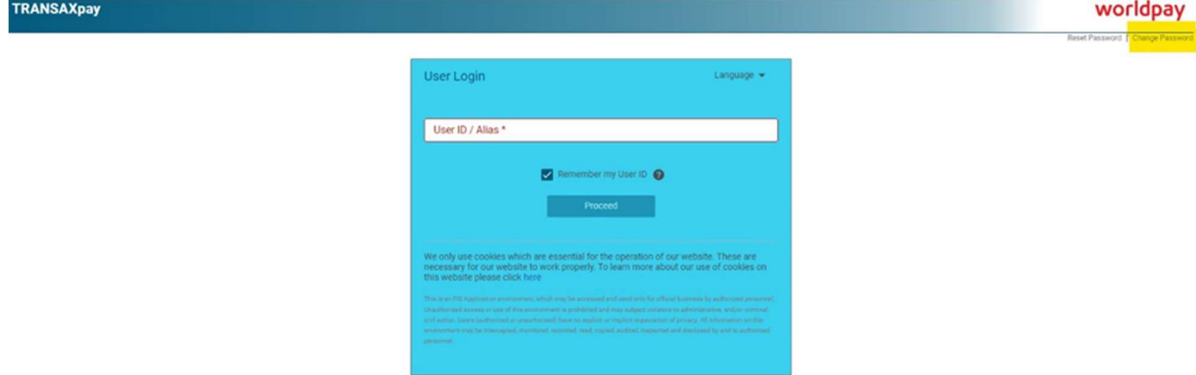# CHANGING YOUR PASSWORD

To access Record Tokens online systems, you are now required to change your password every 90 days. Instead of waiting to be prompted, we recommend changing your password proactively. To do this, click '**Change Password'** in the top right corner of the User Login screen (please <u>DO NOT</u> click 'Reset Password'):

You will be prompted to log in as normal, and will then see the Change Password screen:

The password rules are listed on the screen. <u>Please remember</u> <u>that you cannot use a password you have recently used, or one containing your login name, and make sure it has minimum 12 characters.</u>

- Please click on the eye symbol to see the details you're entering and confirm the old password.
- Enter new password in the relevant fields (you will see a green dot and a message saying either 'Good', 'Strong', or 'Very Strong' if the new password is accepted, and a tick next to the confirmed password if it matches), then click the 'Save' button. You will see a message saying 'Item saved successfully' near the top of the screen.
- Click on 'Sign Out' in the top right corner of the screen, and you will be taken back to the initial login page.
- Please close and re-open your browser, and then login with your user ID and the new password.

Suggested easy password formats:
Month@Year – for example **August@2024!**
Date@month – for example **0109@September**

We apologise for any inconvenience password changing may cause you, but it is now required by FIS/Worldpay (our card services provider) across all their systems.

If you have any questions or need any assistance, please contact the customer service team at <u>customerservice@recordtokens.co.uk</u>.