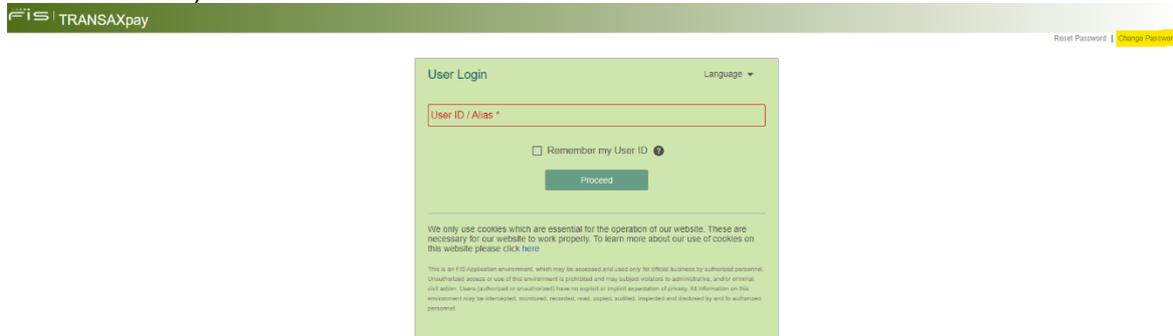# CHANGING YOUR PASSWORD

Starting in early 2024 and then at 90-day intervals, you will be required to change your password to access Record Tokens online systems.

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</u>.

- Please enter your old password in the relevant field (and click the eye symbol to make sure the password is correct)
- Then enter a 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 then see a message saying 'Item saved successfully' near the top of the screen.
- Now 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 **Feb@2024**
Date@month – for example **1702@Feb**

We apologise for any inconvenience password changing may cause you, but it is now required by FIS (our card services provider) across all their systems. If you have any questions or need any assistance, please contact the customer service team at customerservice@recordtokens.co.uk.