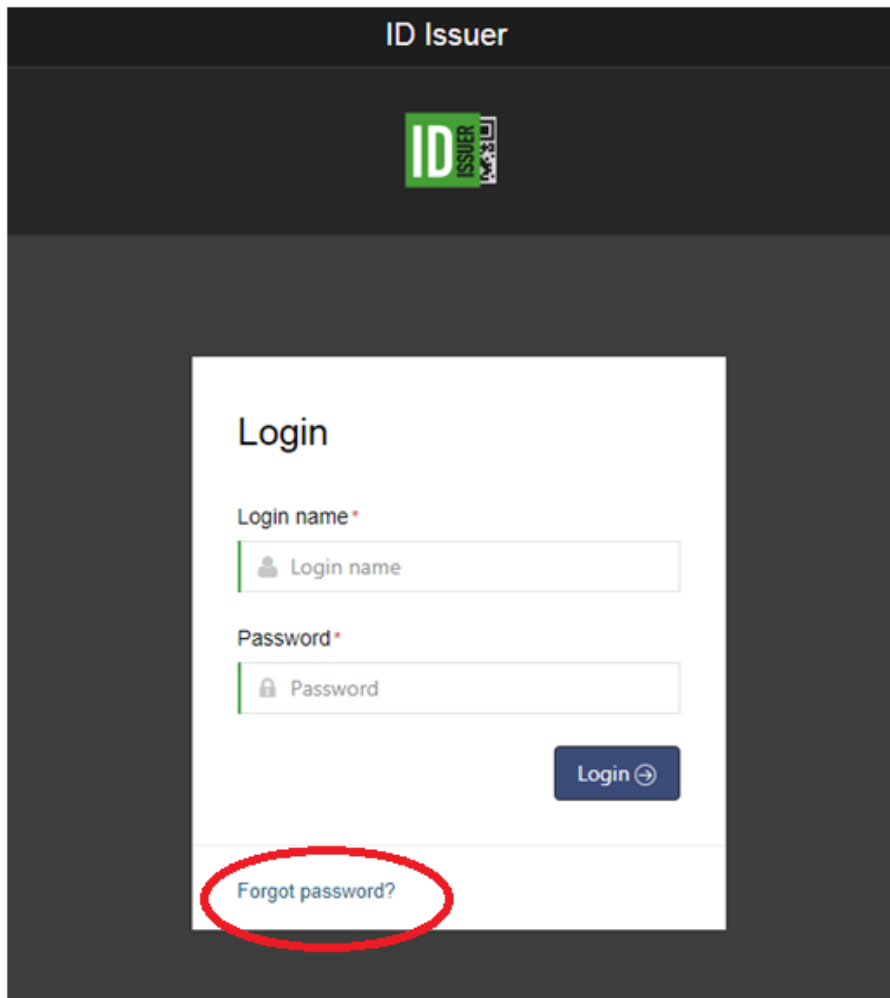




How to reset/change my password

STEP 1

Click on “Forgot password?” on Login screen.

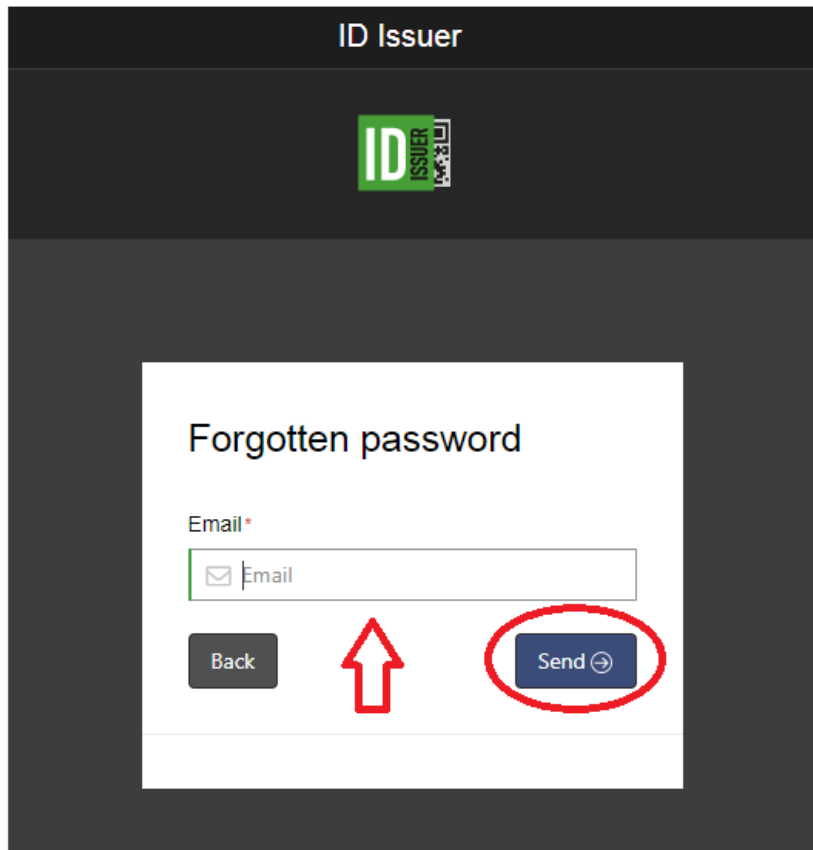


The screenshot shows the ID Issuer login interface. At the top, the text "ID Issuer" is displayed. Below it is a logo for "ID ISSUER". The main content area is titled "Login" and contains two input fields: "Login name *" and "Password *". The "Login name" field has a user icon and the placeholder text "Login name". The "Password" field has a lock icon and the placeholder text "Password". A blue "Login" button with a right-pointing arrow is located to the right of the password field. At the bottom of the login form, the text "Forgot password?" is circled in red.

STEP 2

Enter your email and click Send.

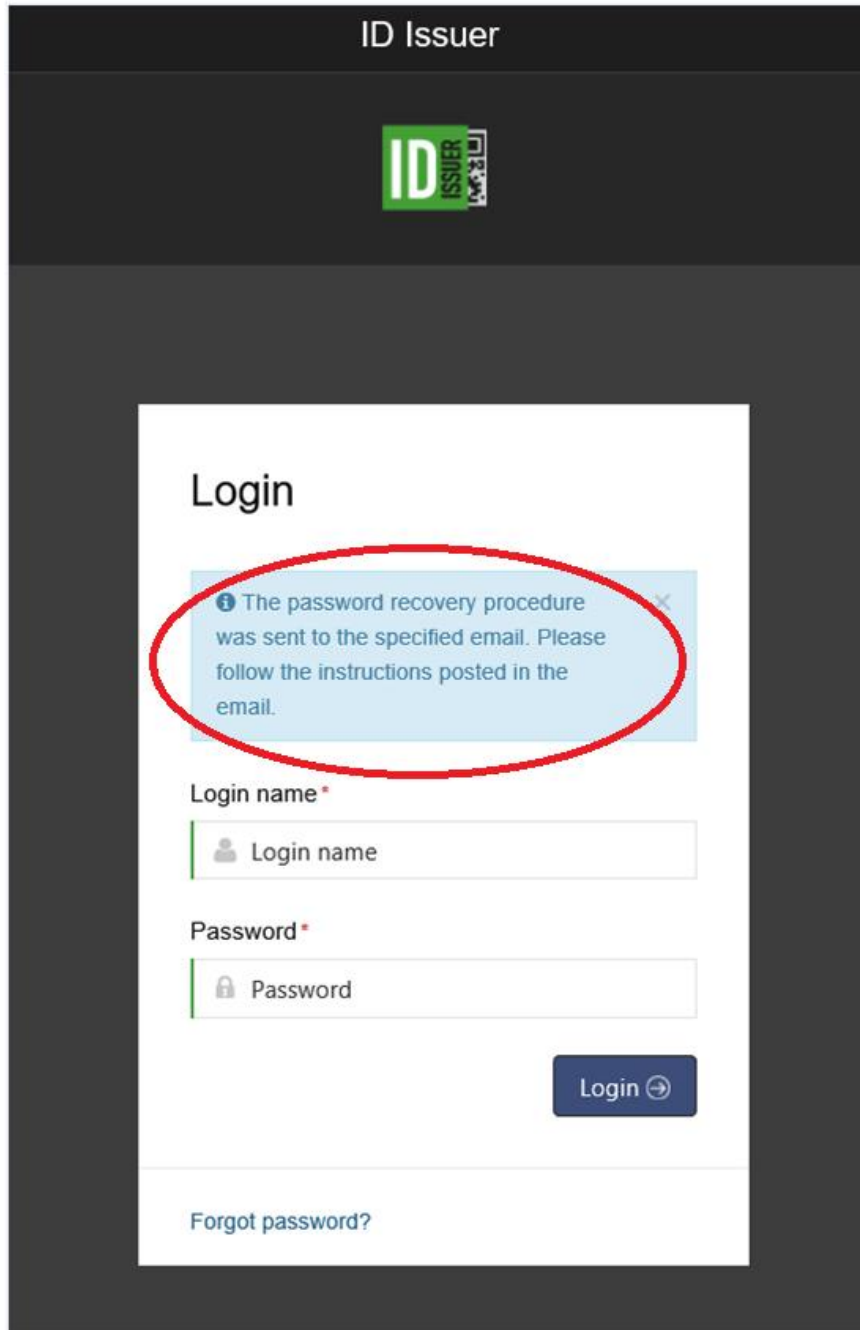
The system only accepts the email address you entered when creating the user account.



The screenshot shows a mobile application interface for 'ID Issuer'. At the top, there is a dark header with the text 'ID Issuer' and a green logo. Below the header is a white card titled 'Forgotten password'. The card contains an 'Email*' label, an email input field with a placeholder 'Email', a 'Back' button, a red arrow pointing upwards, and a 'Send' button with a right-pointing arrow, which is circled in red.

STEP 3

System sends you the reset password link to your email.



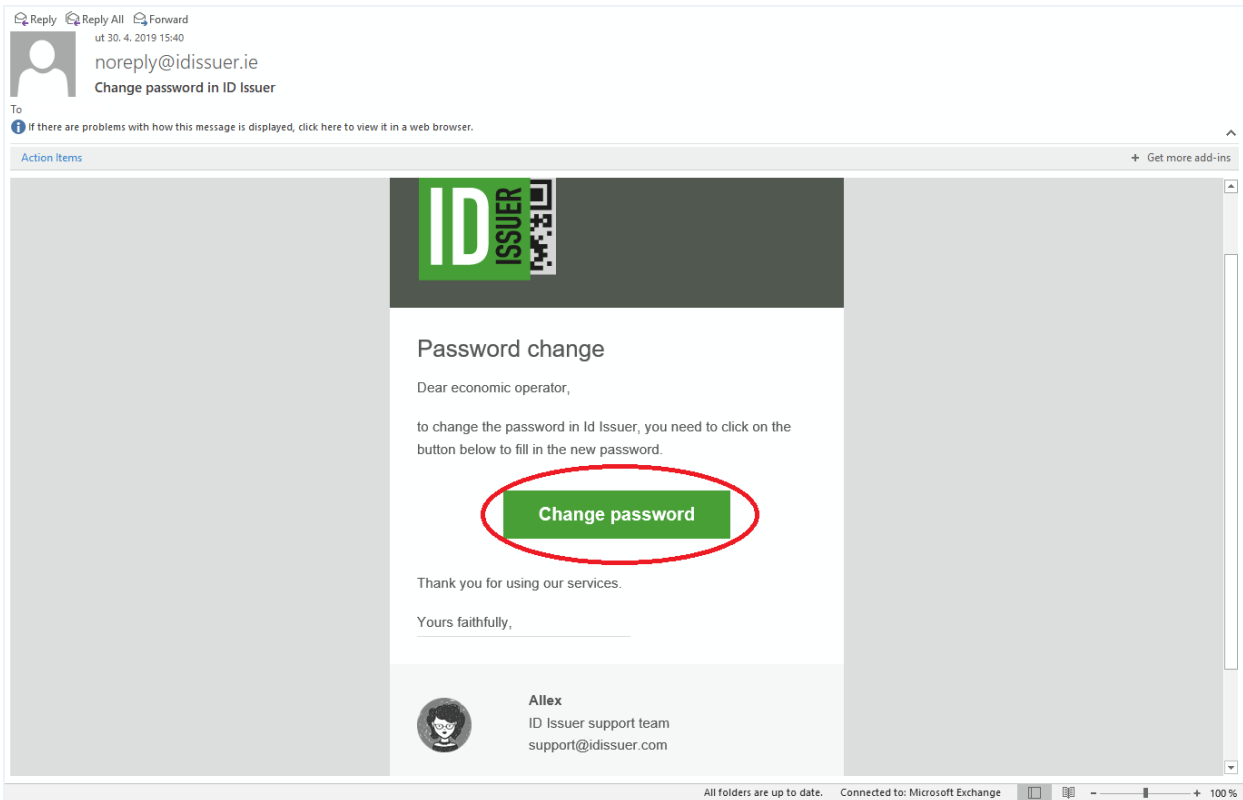
The screenshot shows the 'ID Issuer' login interface. At the top, the text 'ID Issuer' is displayed above a logo. The main content area is titled 'Login'. A light blue notification box is highlighted with a red oval, containing the message: 'The password recovery procedure was sent to the specified email. Please follow the instructions posted in the email.' Below the notification, there are two input fields: 'Login name *' and 'Password *'. The 'Login name' field has a person icon, and the 'Password' field has a lock icon. A blue 'Login' button with a right-pointing arrow is positioned to the right of the password field. At the bottom left, there is a link for 'Forgot password?'.

STEP 4

You will receive email with password reset link.

You should get your password change email in minutes. If not, the email could be filtered out as SPAM, or to another email folder according to the configuration of your email client. Please make sure that your password change email is not in the SPAM folder or another email folder where it could be moved.

The password change link is valid for 1 hour.



The screenshot shows an email interface with the following content:

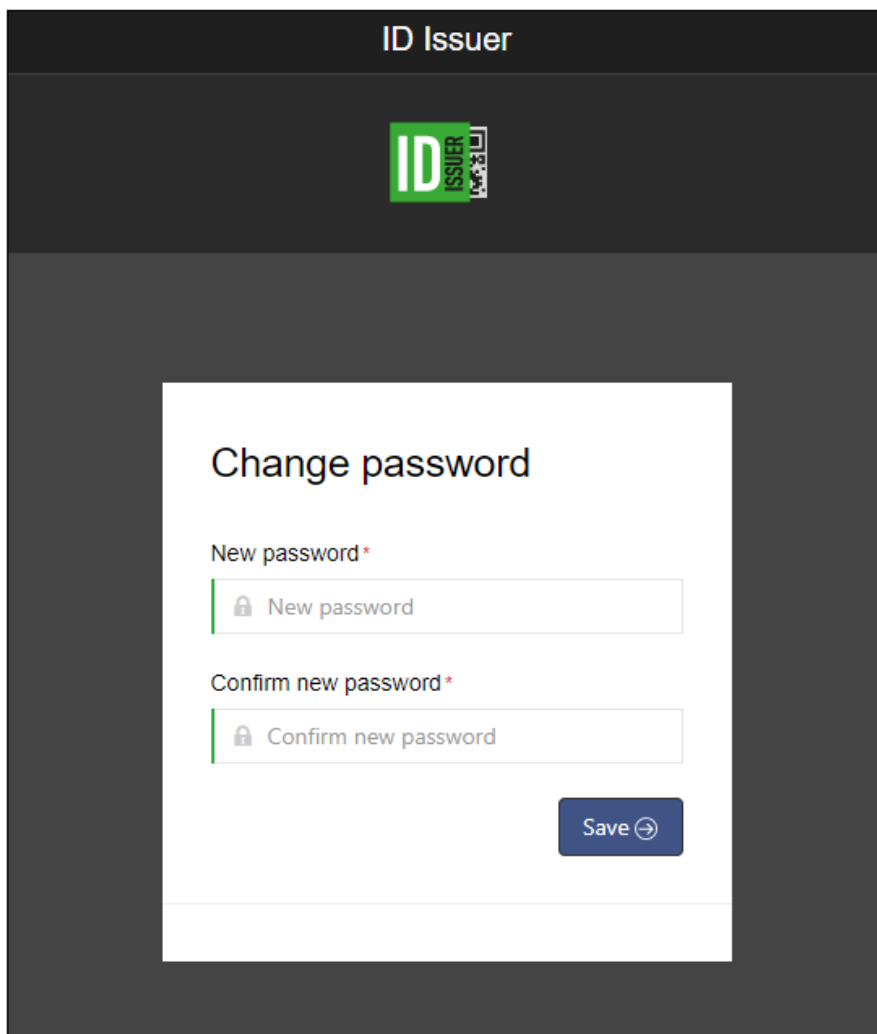
- Reply, Reply All, Forward icons and text: "ut 30. 4. 2019 15:40"
- Sender: "noreply@idissuer.ie" with a profile icon and subject: "Change password in ID Issuer"
- Message body:
 - Header: "ID ISSUER" with a QR code
 - Section: "Password change"
 - Text: "Dear economic operator,"
 - Text: "to change the password in Id Issuer, you need to click on the button below to fill in the new password."
 - Button: A green button labeled "Change password" is circled in red.
 - Text: "Thank you for using our services."
 - Text: "Yours faithfully,"
 - Signature: "Allex", "ID Issuer support team", "support@idissuer.com" with a profile icon.
- Footer: "All folders are up to date. Connected to: Microsoft Exchange" and a zoom level of "100 %".

STEP 5

Enter new password twice and click Save.

Please make sure the new password is at least 8 characters long. It must contain at least one small letter, one capital letter and one number.

Password you enter in “Confirm new password” field must be identical to the contents entered in “New password” field.



The screenshot shows a web interface for 'ID Issuer'. At the top, the text 'ID Issuer' is displayed in white on a dark background. Below this is a logo consisting of the letters 'ID' in white on a green square, with the word 'ISSUER' in white on a black square to its right. The main content area is a white box with a dark border. Inside this box, the title 'Change password' is centered at the top. Below the title are two input fields. The first is labeled 'New password*' and contains the placeholder text 'New password'. The second is labeled 'Confirm new password*' and contains the placeholder text 'Confirm new password'. Both fields have a small lock icon on the left side. At the bottom right of the white box is a blue button with the text 'Save' and a right-pointing arrow icon.