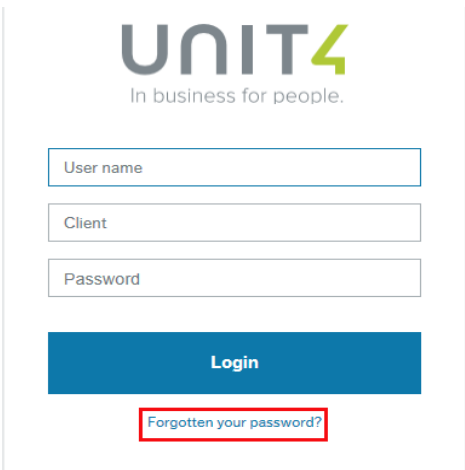
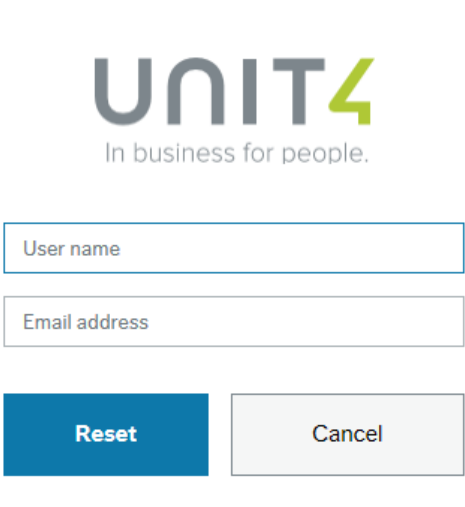
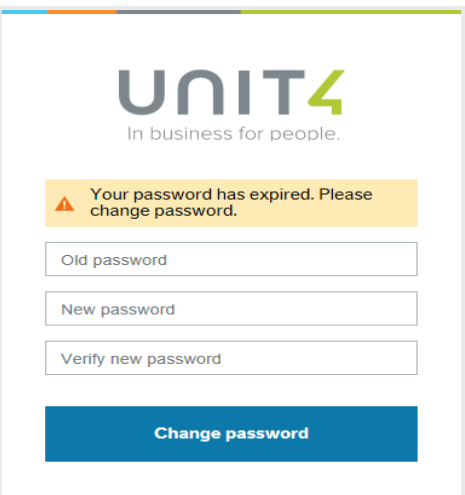


## Forgotten Password User Guide

The forgotten password link enables you to reset a forgotten password using self-service. Please note that this function requires an email address to be saved on Business World.

If you do not have a Renfrewshire Council or partner organisation email account saved within Business World please continue to contact the Business World Support & Development team at [businessworld@renfrewshire.gov.uk](mailto:businessworld@renfrewshire.gov.uk) or by calling 0141 618 3500.

<p>1</p>		<p>If you have forgotten your password for Business World &amp; have an email address saved within the system, then you can reset your password by clicking on the <b>Forgotten your password?</b> Link.</p>
<p>2</p>		<p>Enter your Business World <b>username</b> &amp; your <b>email address</b> then click on the <b>reset</b> button. <b>NOTE:</b> the email address entered must match the email address saved with your Business World account for the reset to be successful.</p> <p>Business World will then validate that the information provided and if validation is successful, an email will then be sent with a unique temporary password to enable access to the system again.</p>
<p>3</p>	<p><b>NOTE:</b> If your account has been locked please wait <b>10 mins</b> &amp; <b>refresh your web page</b> before attempting to log back into the system with your temporary password.</p>	
<p>4</p>		<p>Once you successfully enter the temporary password a message will appear on screen to advise the temporary has now expired and you will then be prompted to choose a new personal password.</p> <p><b>NOTE:</b> Passwords must contain at least <b>8 character long, alpha-numeric &amp; contain at least one upper case capitals.</b> You are not able to repeat previously used passwords.</p>