

Bath and North East Somerset Council

Adults Portal User Guide

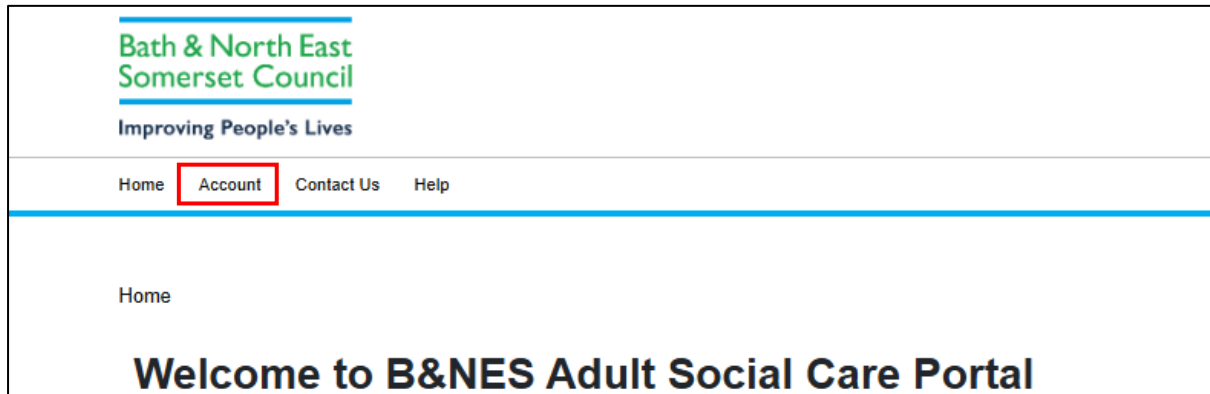
Resetting your password

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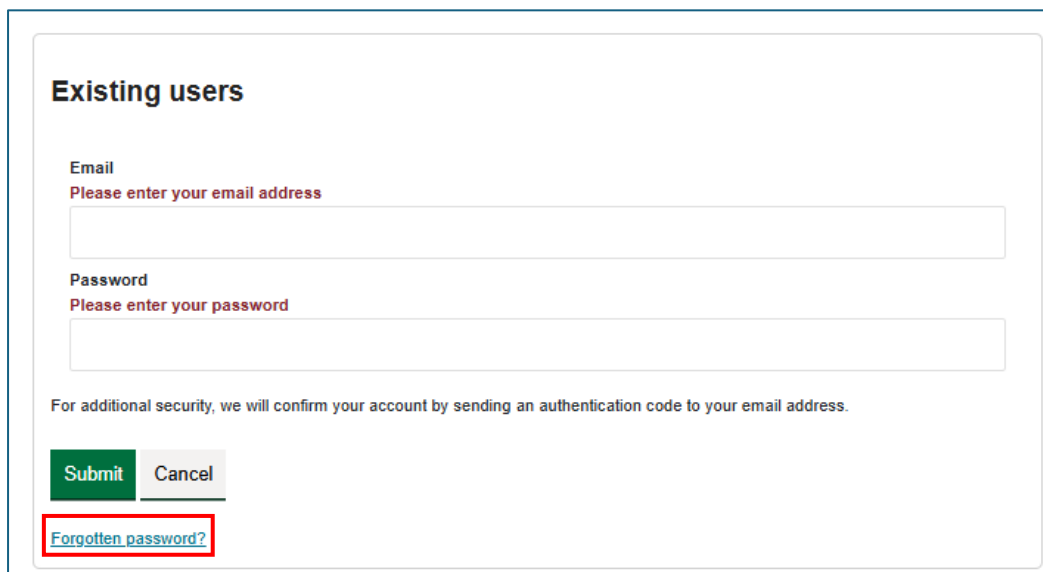
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Portal User Guide: Resetting your portal password

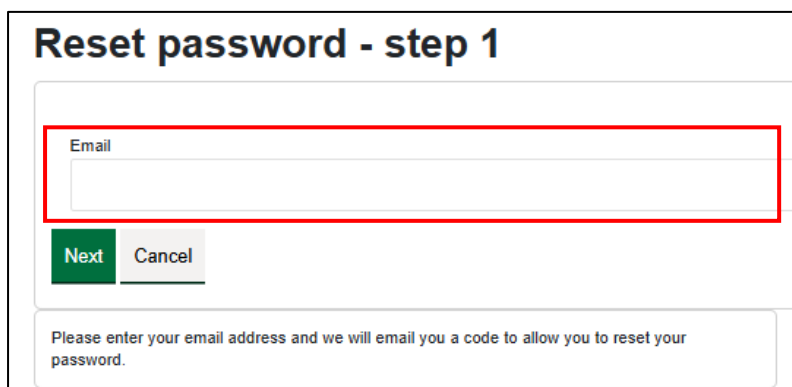
From the BANES Portal **home page**, click **account** in the top menu.



This will take you to secure login – step 1. Click the **forgotten password hyperlink**.



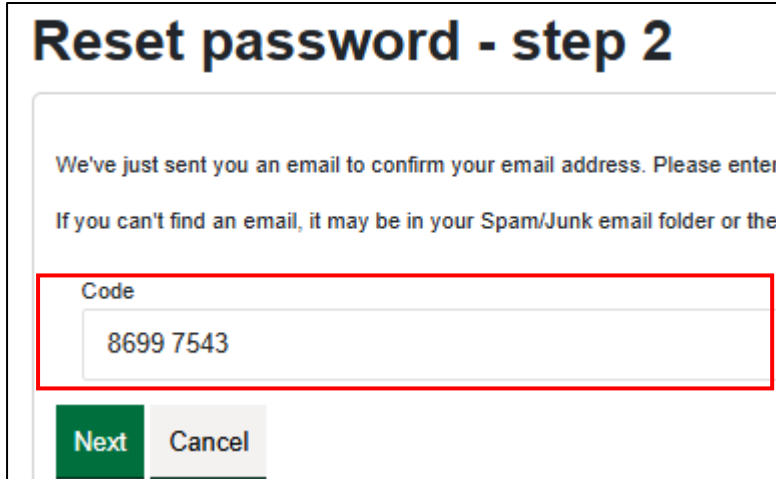
Enter your **email address** when prompted.



Click **next**.

A **code** will be emailed to the email address you have provided. This can take up to **five minutes**. Remember to check your **spam/junk folder**.

Enter the code emailed to you below.

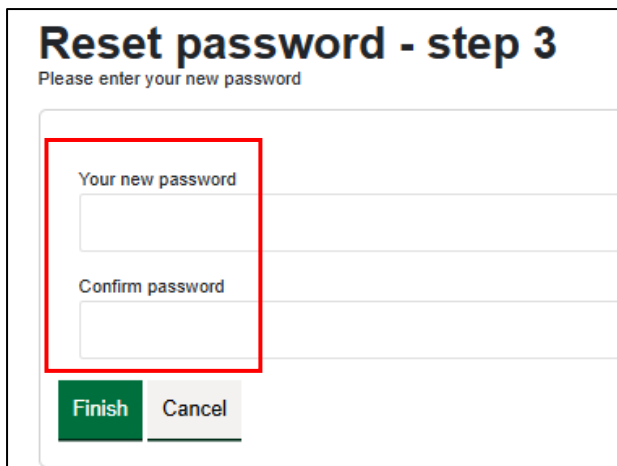


Click **next**.

Enter a new password.

Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.



Click **finish**.