

Bath and North East Somerset Council

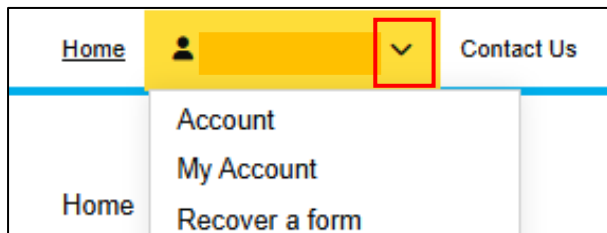
Adults Portal User Guide Updating your portal account details

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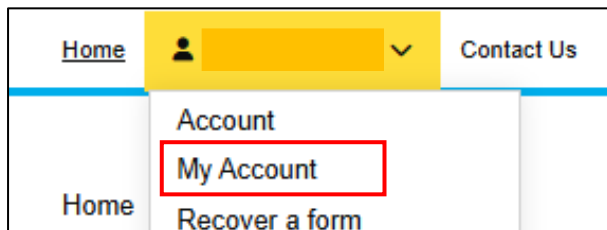
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Portal User Guide: Updating your account
details

Login to your portal account. From the top menu, **select the arrow next to your name**.



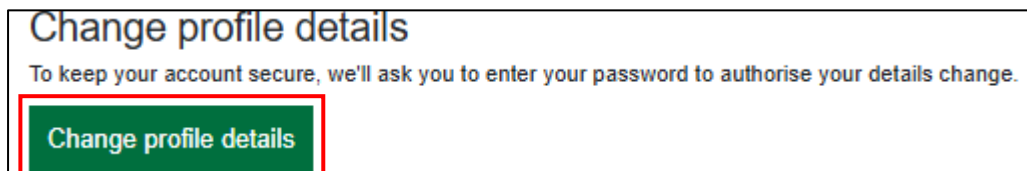
Select **my account**.



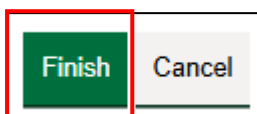
Here you can view your **email address**, your **account ID**, change your profile **details**, **email address** and **password**.

To keep your account secure, your details need to be up to date. Here, you can update your name, contact details and professional working address.

Select change **profile details**.

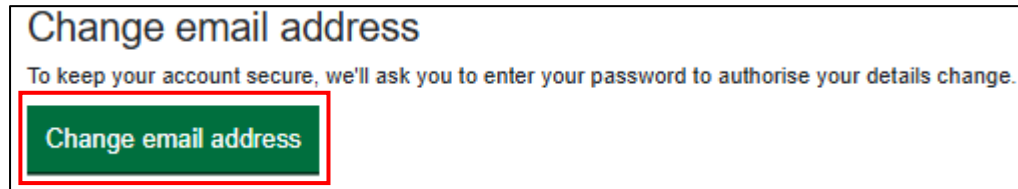


Update the relevant **information** and enter your current **password**. Click **finish**.

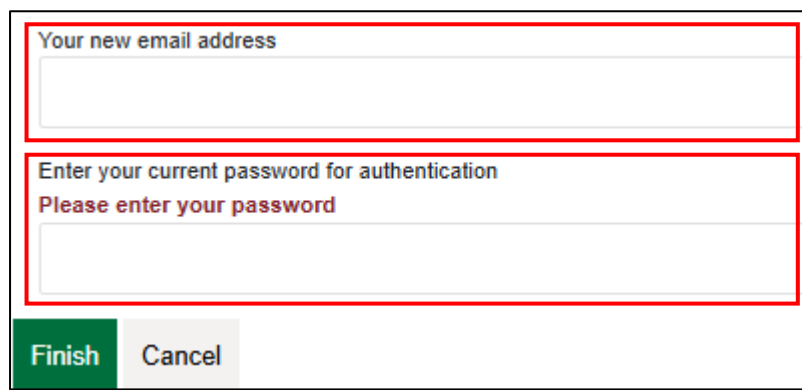


Portal User Guide: Change email address

To change your email address, select the **change email address** option.

A screenshot of a web interface showing a button labeled 'Change email address'. The button is green with white text and is highlighted with a red rectangular border. Above the button, the text 'Change email address' is displayed in a large, bold font. Below this, a smaller line of text reads: 'To keep your account secure, we'll ask you to enter your password to authorise your details change.'

Enter your **new email address** along with your **current password** for authentication.

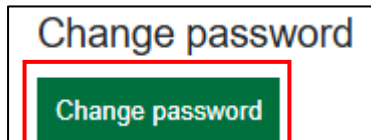
A screenshot of a web form for changing an email address. The form is enclosed in a red rectangular border. It contains two input fields: the first is labeled 'Your new email address' and the second is labeled 'Enter your current password for authentication'. Below the second input field, there is a red error message that says 'Please enter your password'. At the bottom of the form, there are two buttons: 'Finish' (green with white text) and 'Cancel' (grey with black text).

Click **finish**.

If your new email address and current password are accepted, you will be sent back to the Update Account Details page, where you will have a new option to verify this requested change.

Portal User Guide: change password

To change your password from your account, click **change password** option.



Enter your **current password**, your **new password** and finally, **confirm** your password.

Note the **password policy** on the right-hand side.

A screenshot of a password change form. It contains three input fields: 'Your current password', 'Your new password', and 'Confirm password'. Each field has a light gray border and a small 'x' icon on the right. Below the fields are two buttons: 'Finish' (green background, white text) and 'Cancel' (light gray background, dark gray text). A red rectangular border highlights the three input fields.

Click **finish**.