



Password Reset



A guide to resetting your Real-Time Online password

This guide will take you through the steps of resetting your password in Real-Time Online. You may need to do this if you have forgotten your password or wish to change it for security reasons.

The latter steps will also apply to first-time users who have been invited to join Real-Time Online and need to set up a password.

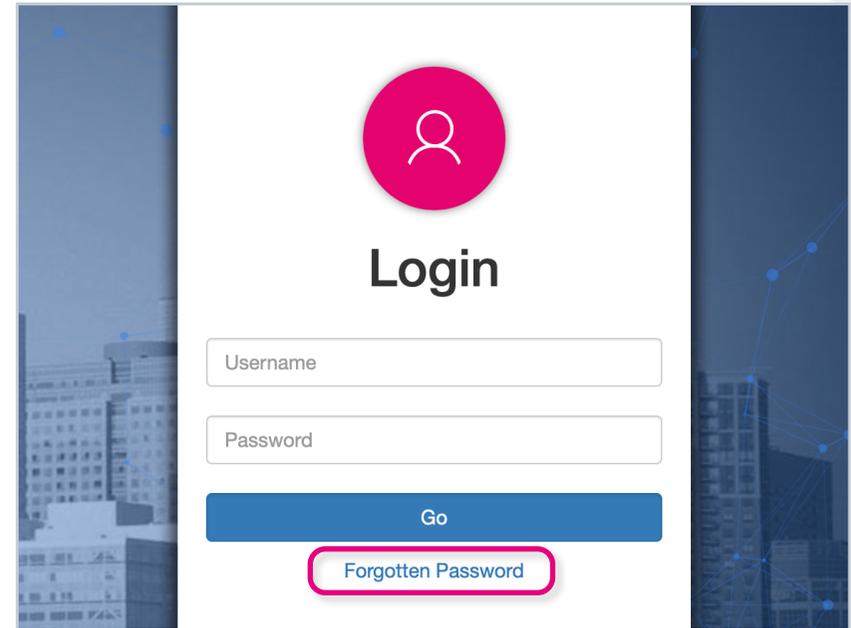
Step 1

If you have forgotten your password, head to the Real-Time Online login page and **click 'Forgotten password'** beneath the email and password fields.

Step 2

Enter your user name and email address into the relevant fields, then **click 'Request password reset'**.

A password reset email will then be sent to your inbox.

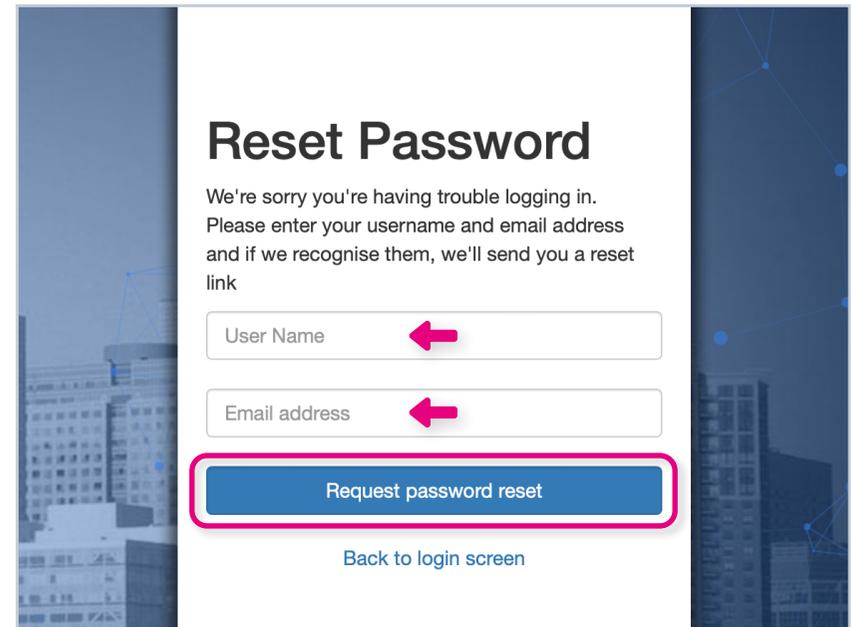


Username

Password

Go

Forgotten Password



Reset Password

We're sorry you're having trouble logging in. Please enter your username and email address and if we recognise them, we'll send you a reset link

User Name ←

Email address ←

Request password reset

[Back to login screen](#)

Step 3

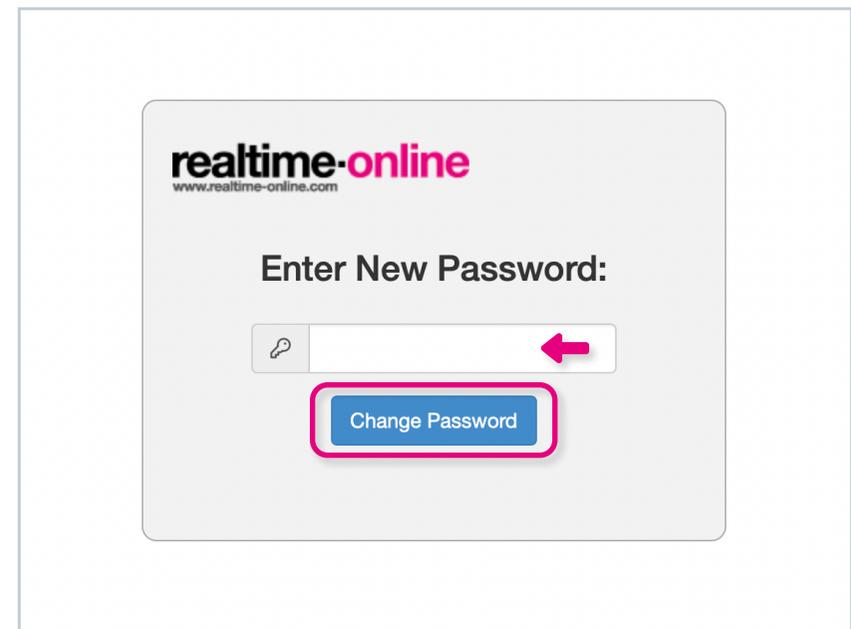
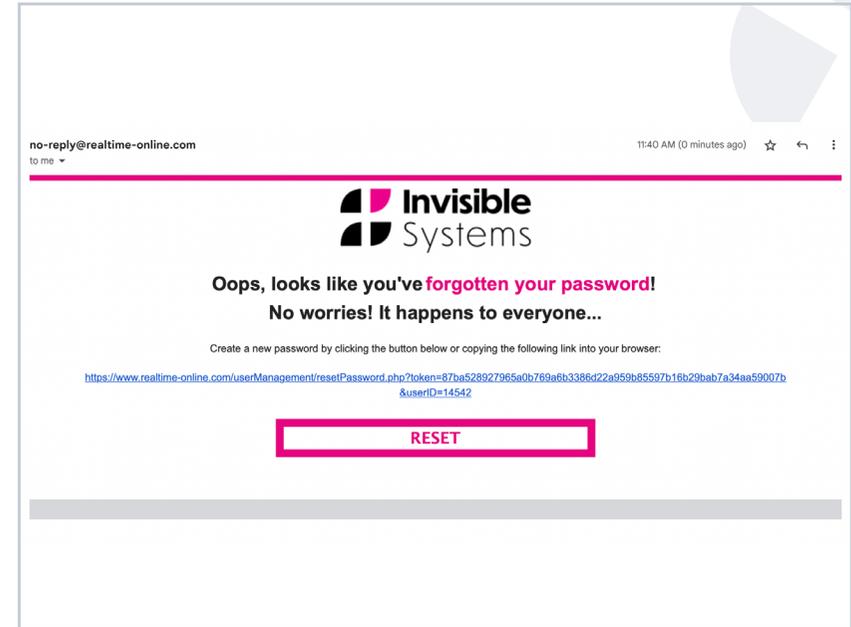
Once you receive the email, **click on the 'Reset' button** or copy and paste the link into your browser.

Step 4

Type in a new password and click 'Change Password'. You will now be able to log in to Real-Time Online with your new password.

The password reset link **expires after 7 days**. If this happens, simply follow the above steps again.

If you're a new user, you will also receive a password reset email to log in for the first time. You should follow steps 3 to 4.



If you require any additional training, please contact
help@invisible-systems.com

