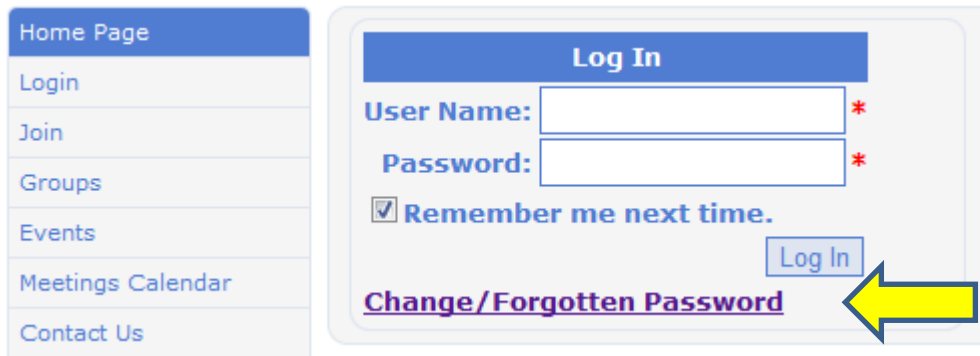


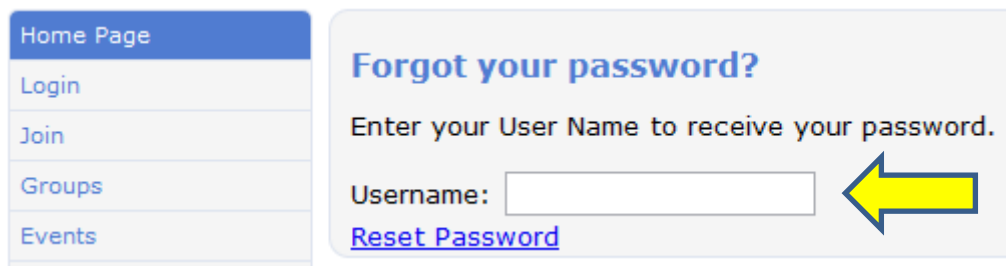
How to Change or Retrieve your Password

1. Open the 'Login' page and select 'Change/Forgotten Password'



The screenshot shows a navigation menu on the left with 'Home Page' selected. The main content area is titled 'Log In' and contains a 'User Name:' field, a 'Password:' field, a checked 'Remember me next time.' checkbox, a 'Log In' button, and a link for 'Change/Forgotten Password'. A yellow arrow points to the 'Change/Forgotten Password' link.

2. Enter your username and select 'Reset Password'



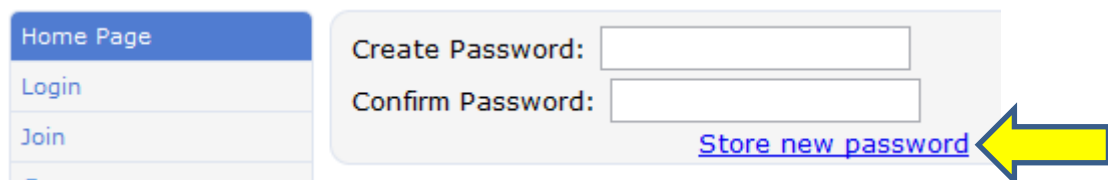
The screenshot shows the 'Forgot your password?' page. It includes a navigation menu on the left with 'Home Page' selected. The main content area asks the user to 'Enter your User Name to receive your password.' and features a 'Username:' field, a 'Reset Password' link, and a 'Log In' button. A yellow arrow points to the 'Reset Password' link.

3. You will receive a link by email to reset your password to the email address currently held on the database.
Click on the link as instructed

Please click the link below to reset your password:

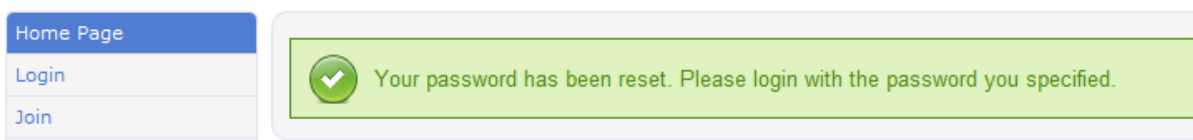
<http://www.ctomanager.co.uk>PasswordReset.aspx?resetid=a14eed3-fe15-47dd-bd82-1dd2bc5747da>

4. This will open a new page on the website where you can 'Create and Confirm' your password



The screenshot shows the 'Create Password' page. It includes a navigation menu on the left with 'Home Page' selected. The main content area has 'Create Password:' and 'Confirm Password:' fields, and a 'Store new password' link. A yellow arrow points to the 'Store new password' link.

5. A notification message will appear on the screen



The screenshot shows a notification message in a green box with a checkmark icon. The message reads: 'Your password has been reset. Please login with the password you specified.' A navigation menu on the left shows 'Home Page' selected.