

## 5.0 Forgotten Password

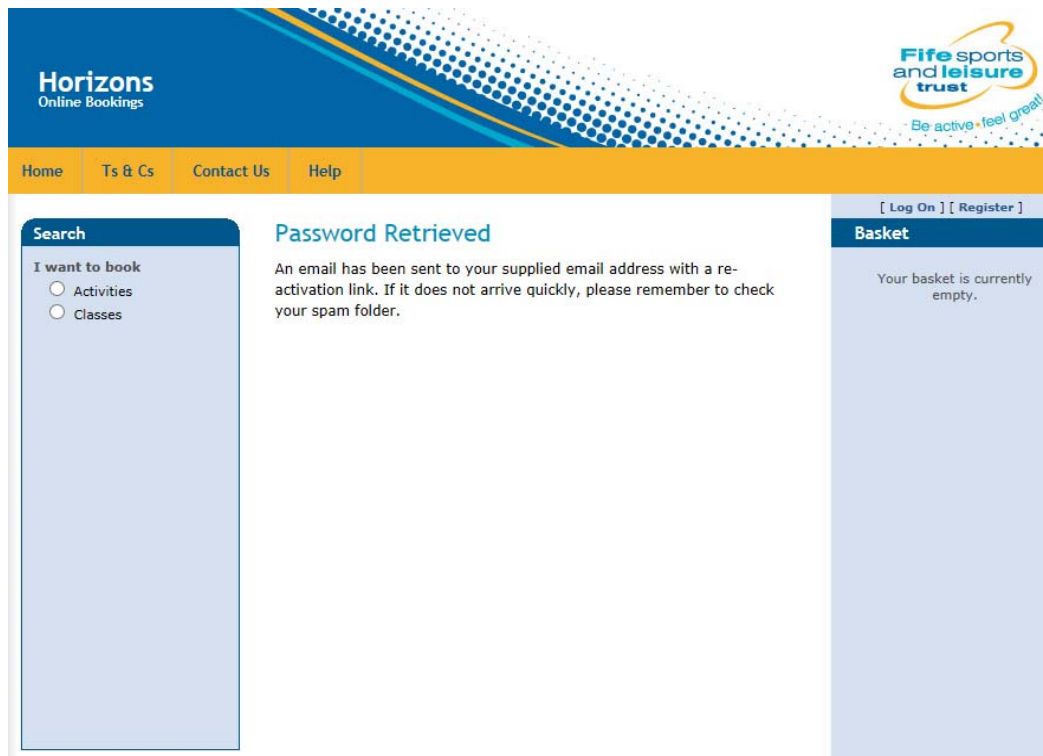
If you have already registered but forgotten your password, you can reset this by being sent a link to re-set it. Firstly click on the Log On option on the right hand side of the screen:

The screenshot shows the Horizons Online Bookings website. The header includes the logo 'Horizons Online Bookings' and 'Fife sports and leisure trust' with the tagline 'Be active • feel great!'. A navigation bar contains links for 'Home', 'Ts & Cs', 'Contact Us', and 'Help'. On the right, there are links for '[ Log On ]' and '[ Register ]'. The main content area is titled 'Welcome to Horizons' and contains a 'Search' sidebar with radio buttons for 'Activities' and 'Classes'. The central text explains that this is a customizable home page and lists several pages that can be edited: 'The help page', 'The 'contact us' page', 'The terms and conditions page', a 'page not found' page, and an error page. A 'Basket' sidebar on the right indicates that the basket is currently empty.

Click on the Forgotten Password option:

The screenshot shows the 'Log On' page of the Horizons Online Bookings website. The header and navigation bar are identical to the previous screenshot. The main content area is titled 'Log On' and contains the text: 'Please enter your username and password. Please register if you don't have an account.' Below this, there are links for 'Forgotten password?' and 'Forgotten username?'. A form titled 'Account Information' contains a 'User name' field with the text 'Testy Test', a 'Password' field, and a 'Remember Me' checkbox. A 'Log On' button is located at the bottom right of the form. The 'Search' sidebar on the left and the 'Basket' sidebar on the right are also visible, with the basket indicating it is currently empty.

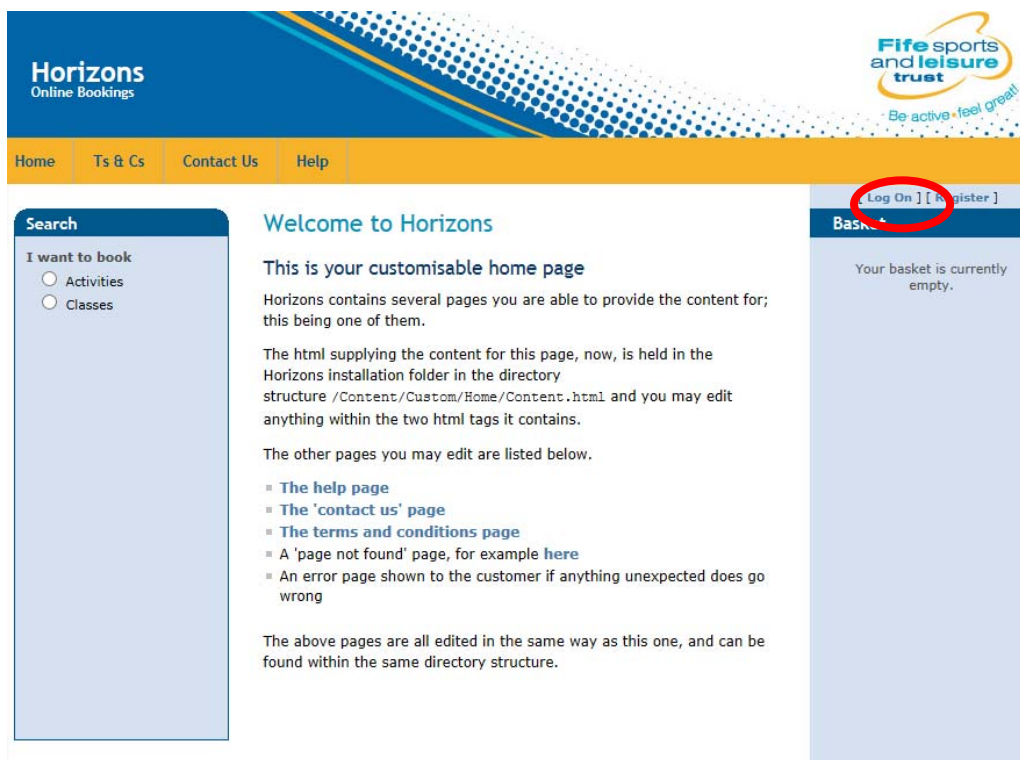
- Then enter your username followed by your email address before clicking on **Request re-activation link**.
- Screen is then displayed confirming the Password has been retrieved:



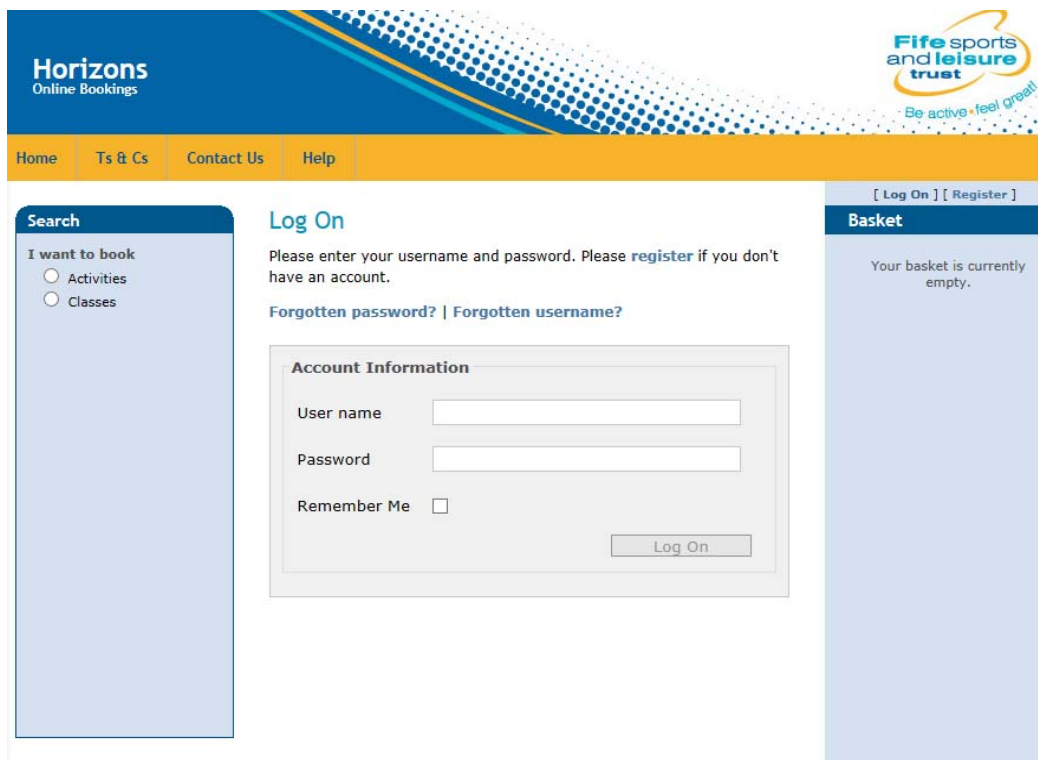
- You will then receive an email with a registration link where you can re-set your password.
- You are then taken to the **Activation** screen where after entering your security question set previously, you can set a new password to your account before clicking on the **Activate** button.
- You will then see an **Activation confirmation** screen and you will also be logged into the system.

## 6.0 Forgotten Username

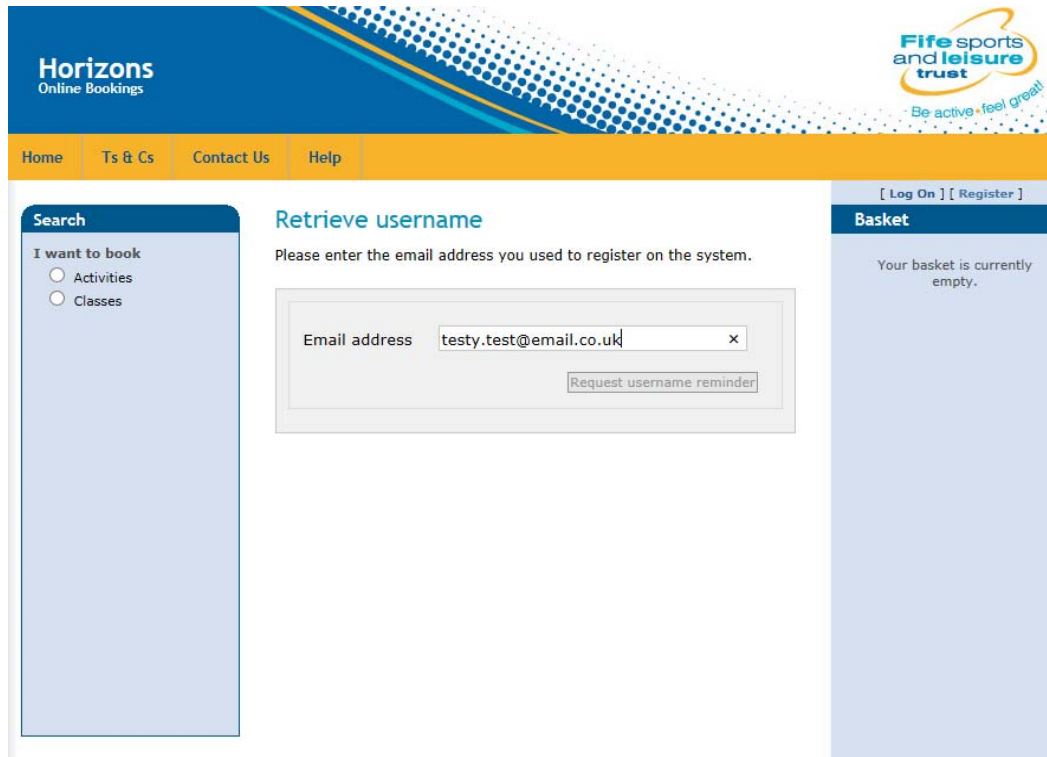
If after activation, you forget your username, you can request this by first of all clicking on the **Log On** option at the top right hand side of the screen:



From the log on screen, you can click on the Forgotten Username option:



You are then asked to enter your email address before clicking on the Request username reminder option:



Screen is then displayed confirming the username has been retrieved and sent to your stored e-mail address.

An email is sent to your stored email address with a reminder of the username and a link for the user to login.