

Reset Password and Security Questions

All partners can reset their password and security questions via the Partner Portal. This will allow you to access your Partner Portal account in case you forgot your password or security questions.

In this session, we will examine the following actions:

- Reset forgotten password via email or security questions
- Reset security questions

Forgot Password

1. Visit the Partner Portal home page [here](#).

hcpc health & care
professions
council

Partner Portal

corehr
Smarter HR Technology

Username

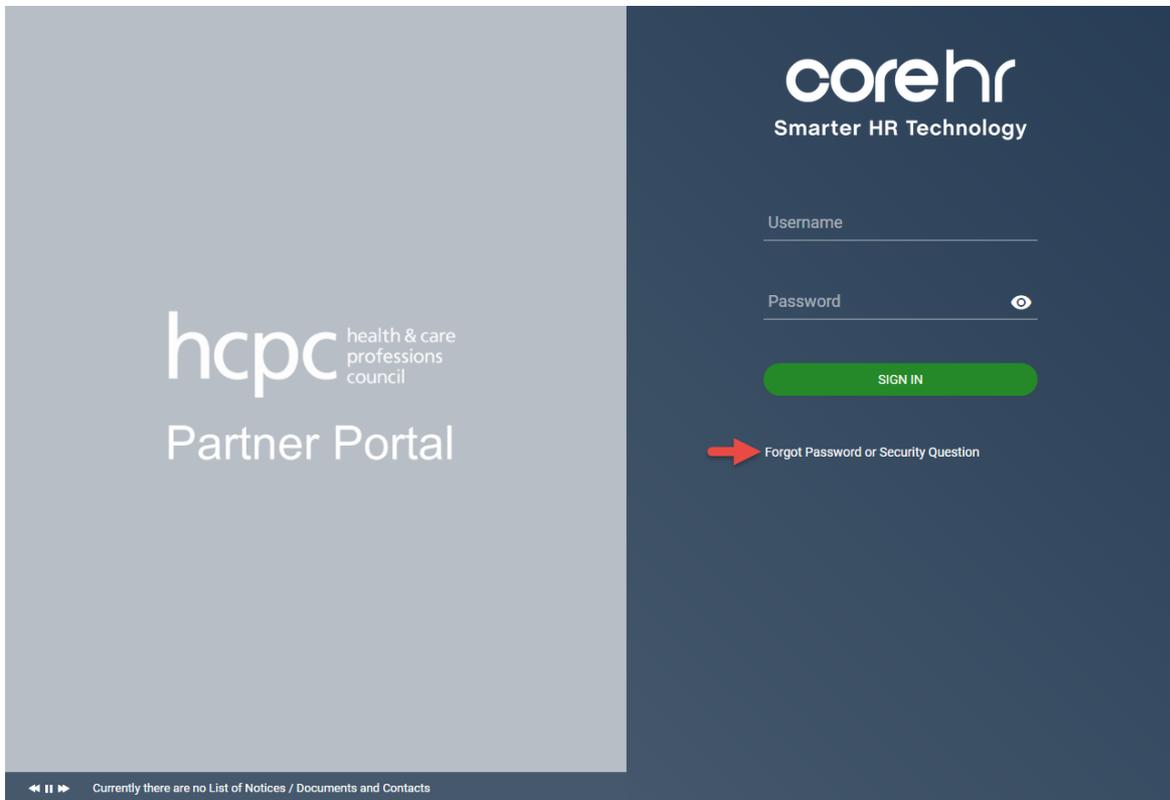
Password

SIGN IN

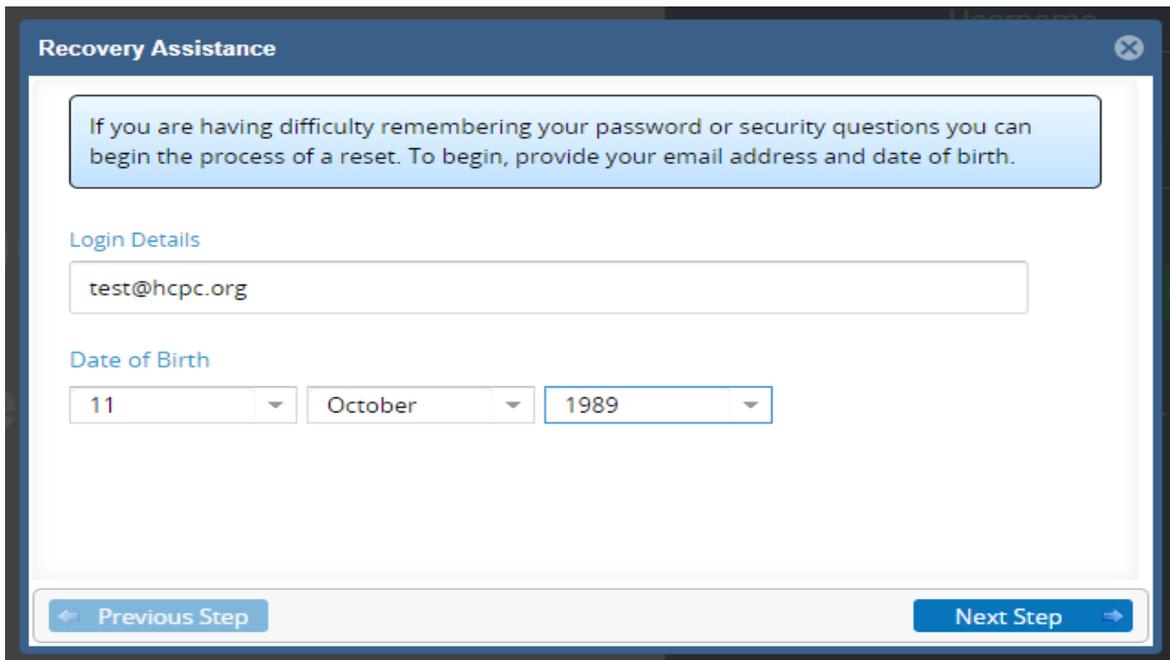
Forgot Password or Security Question

Currently there are no List of Notices / Documents and Contacts

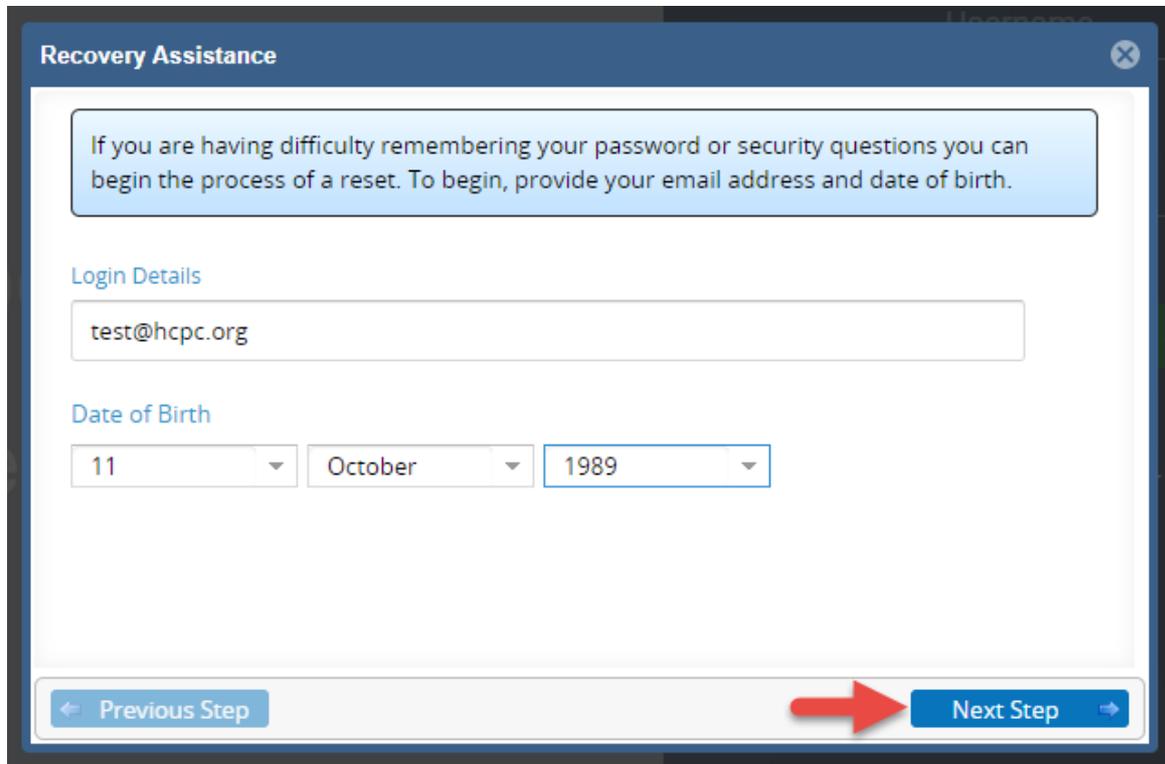
2. Click on **Forgot Password or Security Question**.



3. Insert your primary email address in the **Login Details** field and your **Date of Birth**.

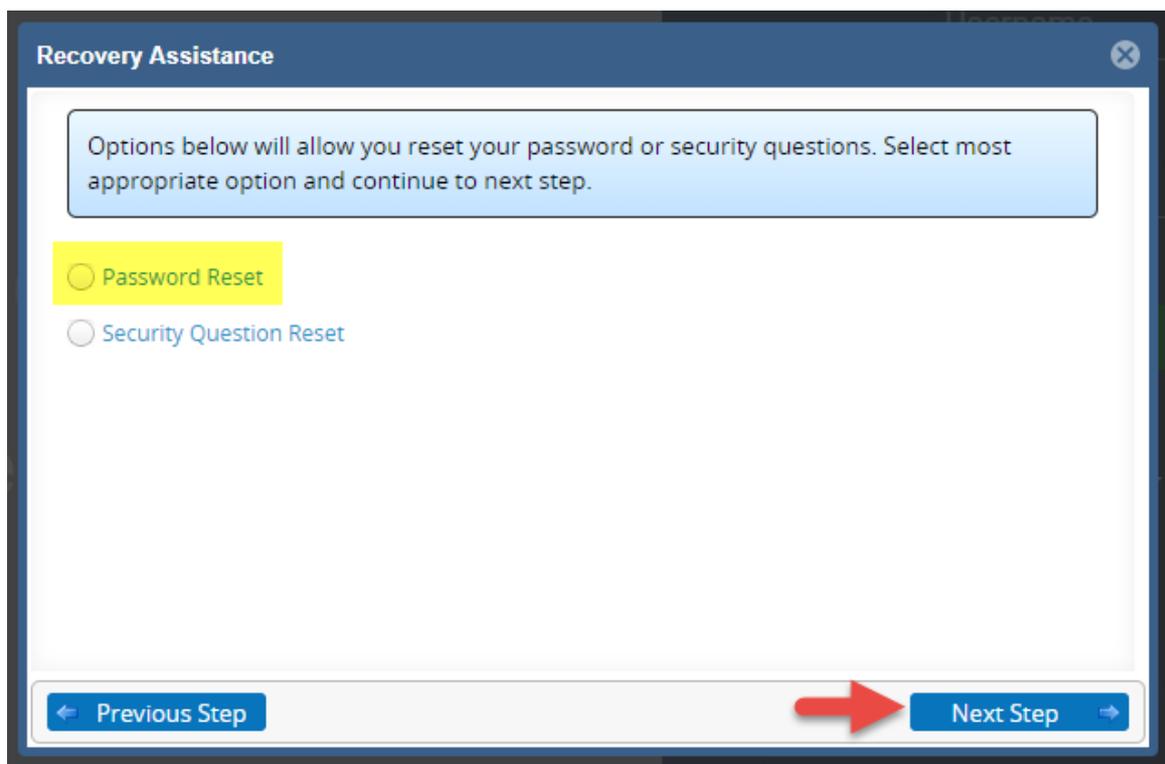


4. Click on **Next Step**



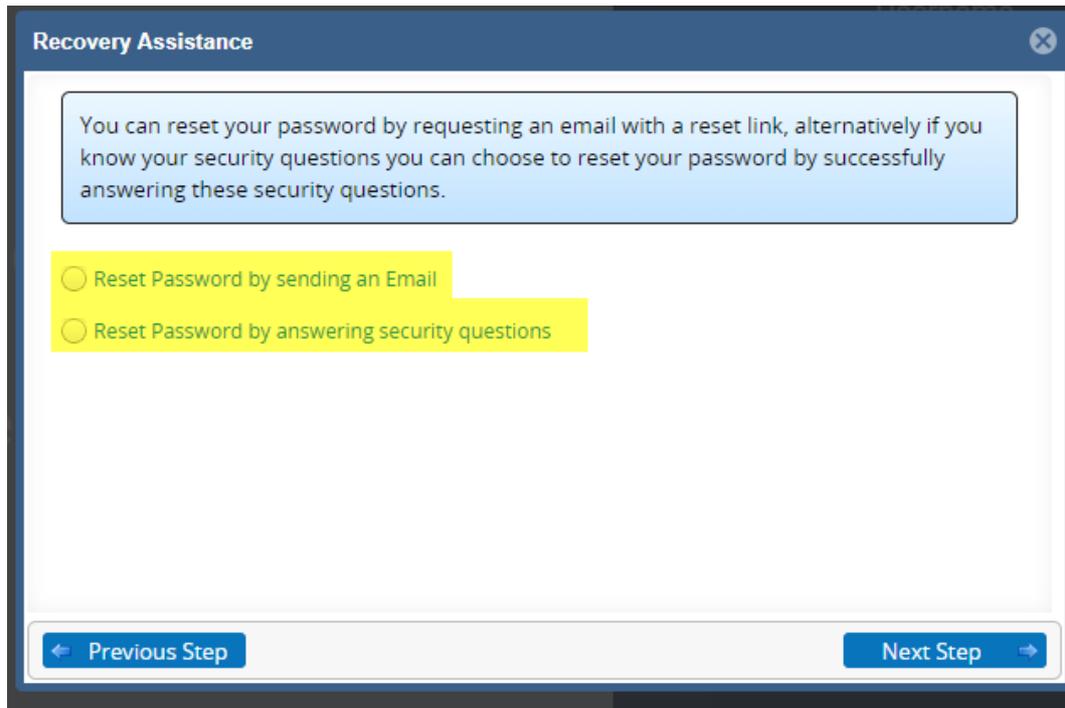
The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right. A light blue instruction box at the top reads: 'If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your email address and date of birth.' Below this, the 'Login Details' section has a text input field containing 'test@hcpc.org'. The 'Date of Birth' section has three dropdown menus: the first is set to '11', the second to 'October', and the third to '1989'. At the bottom, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right. A red arrow points to the 'Next Step' button.

5. To reset your password, select the **Password Reset** option and click on **Next Step**.



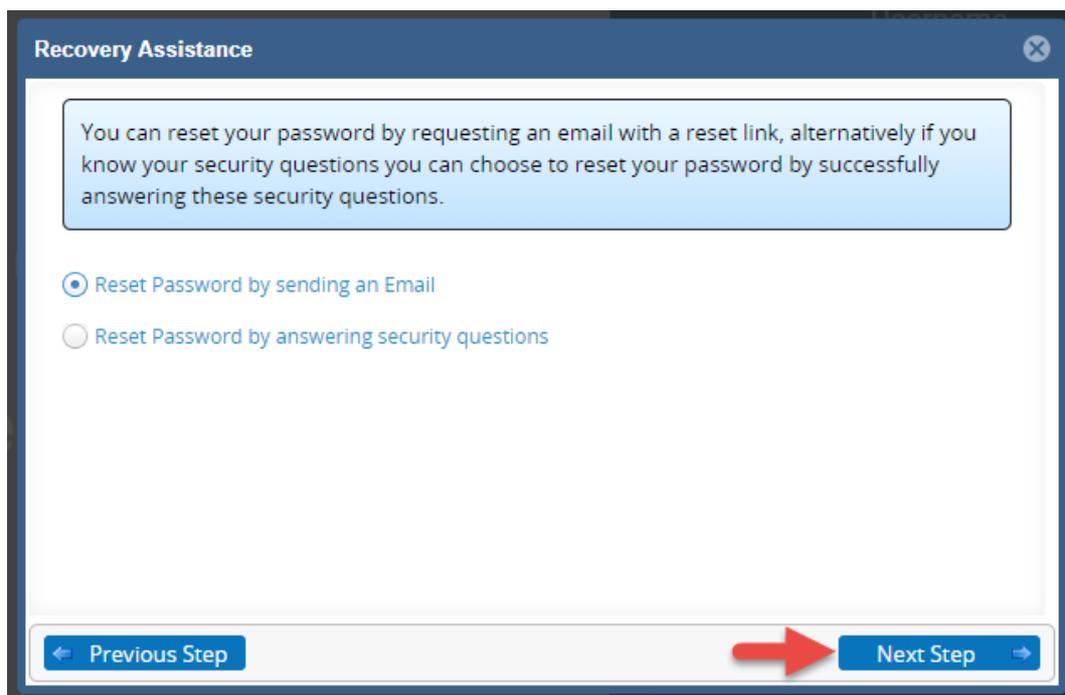
The screenshot shows the same 'Recovery Assistance' dialog box. The instruction box now reads: 'Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.' Below the instruction, there are two radio button options: 'Password Reset' and 'Security Question Reset'. The 'Password Reset' option is selected, indicated by a yellow highlight behind the radio button. At the bottom, the 'Next Step' button is highlighted with a red arrow pointing to it.

6. There are two options to reset your password. You can **Reset Password by sending an email** or **Reset Password by answering security questions**.



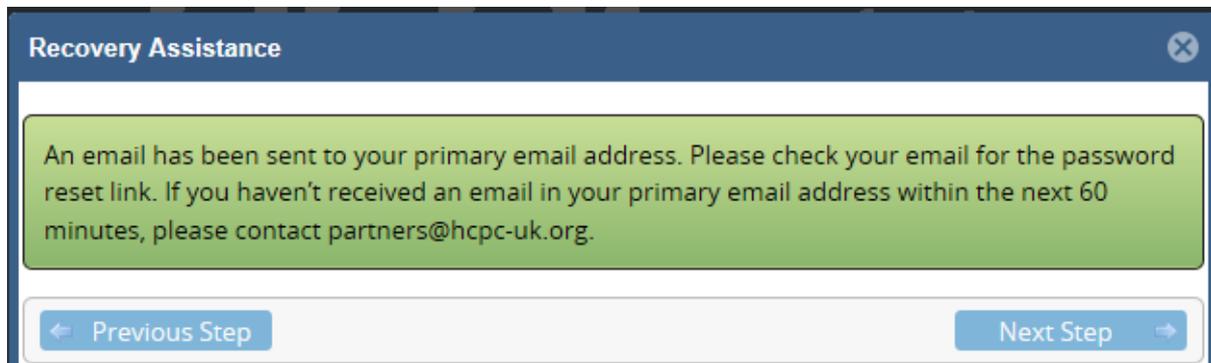
The screenshot shows a dialog box titled "Recovery Assistance" with a close button in the top right corner. Inside the dialog, there is a light blue text box containing the following text: "You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions." Below this text box are two radio button options. The first option, "Reset Password by sending an Email", is highlighted with a yellow background. The second option, "Reset Password by answering security questions", is also highlighted with a yellow background. At the bottom of the dialog, there are two buttons: "Previous Step" on the left and "Next Step" on the right.

7. Select the **Reset Password by Sending an Email**, if you want to reset your password using your primary email address and click on **Next**.

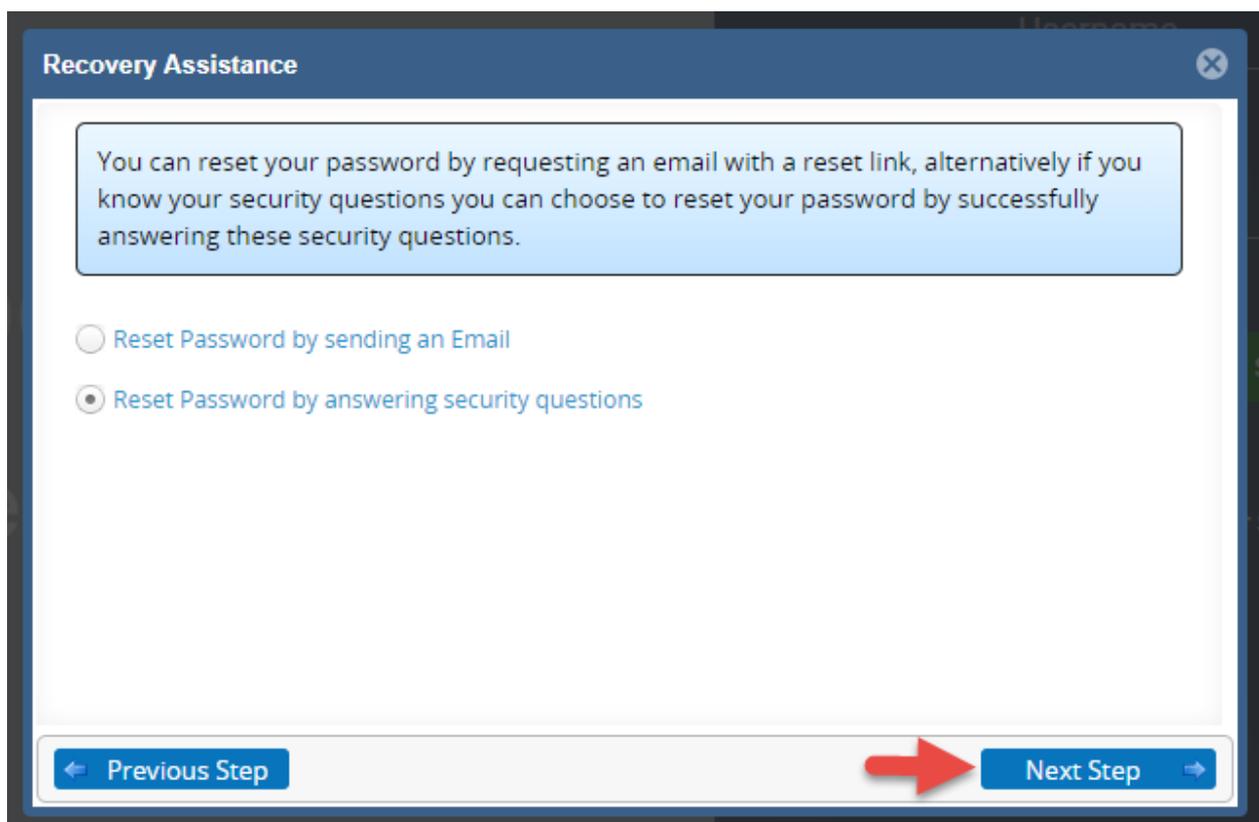


The screenshot shows the same "Recovery Assistance" dialog box as in the previous image. In this image, the first radio button option, "Reset Password by sending an Email", is selected, indicated by a blue dot inside the radio button. The second option, "Reset Password by answering security questions", remains unselected. A red arrow points to the "Next Step" button at the bottom right of the dialog.

8. A confirmation message will confirm that an email has been sent to your primary email address with a link to reset your password.



9. Alternatively, select the **Reset password by answering security question** if you want to reset your password using your security questions that you set during your auto-registration. Click **Next Step**.



10. Answer the security questions and click on **Next Step**. Click on **Next**.

The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button (X) in the top right corner. The main content area contains three questions, each followed by a text input field:

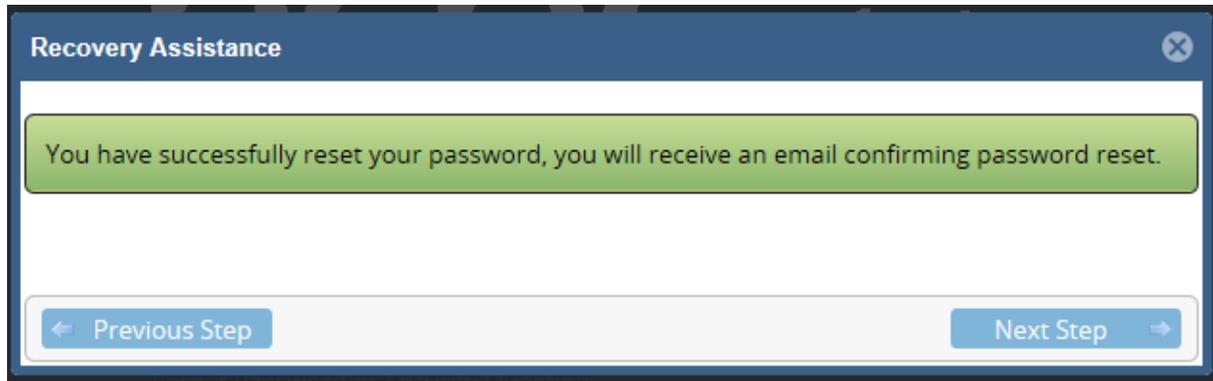
- What was the name of your first pet
- What was the name of your favourite childhood toy
- What was the make of your first car

At the bottom of the dialog, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right. A red arrow points from the 'Next Step' button to the right. A red callout bubble with a pointer to the text input fields contains the text: 'Enter your answers in the free text boxes under each question'.

11. Enter a **New Password**, **Confirm Password** and click on **Next Step**.

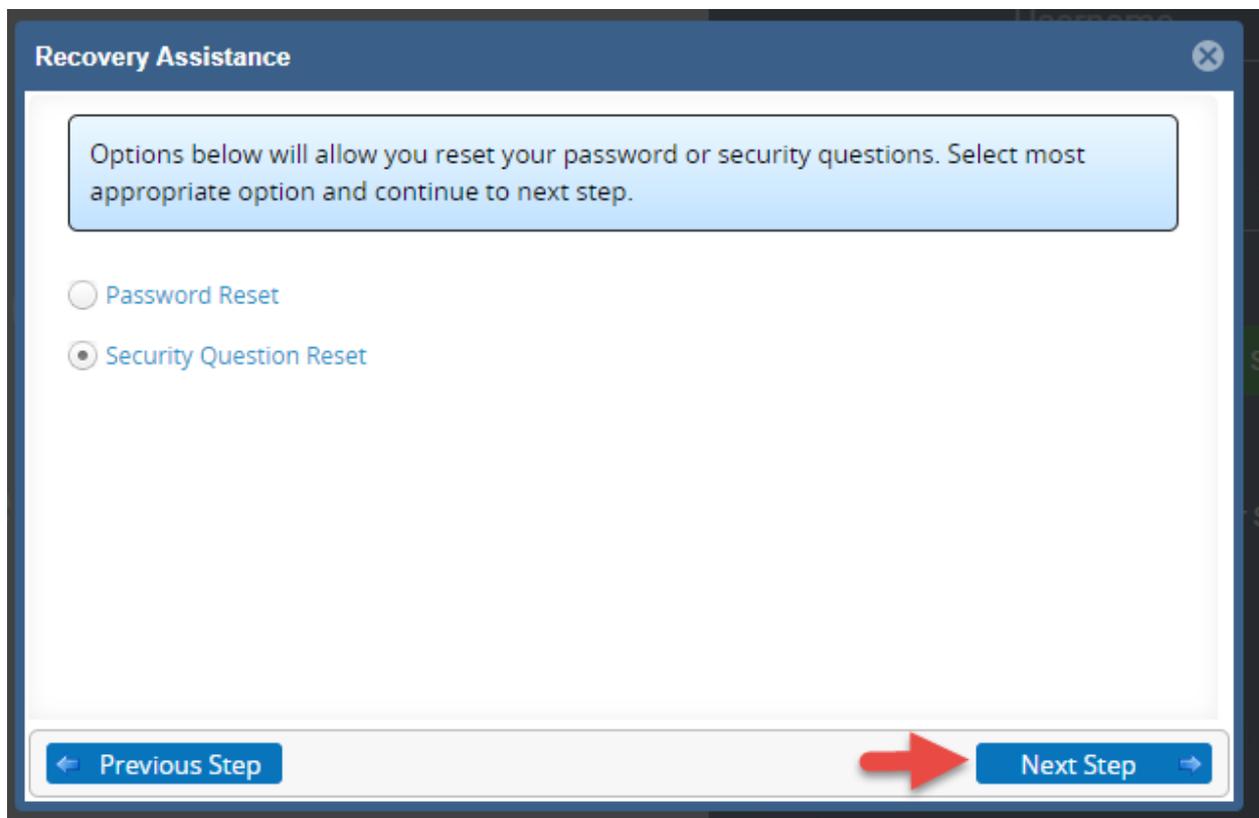
The screenshot shows the 'Recovery Assistance' dialog box with a blue header and a close button (X) in the top right corner. The main content area features a blue box with the following text: 'Provide a sufficiently safe and secure password. Your password is required to contain mixed case characters, numbers and specials characters (e.g. # ! @ etc)'. Below this are two text input fields, the first labeled 'New Password' and the second labeled 'Confirm Password'. At the bottom, there are 'Previous Step' and 'Next Step' buttons. A red arrow points from the 'Next Step' button to the right.

12. A confirmation message will confirm that you have successfully reset your password.



Reset Security Questions

1. From the **Recovery Assistance** screen (step 5 above), select **Security Question Reset** and click on **Next Step**.



2. Insert your **Password** and click on **Next Step**.

The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button. A light blue box contains the text: 'In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen.' Below this is a 'Password' label and an empty text input field. A red callout bubble points to the input field with the text 'Insert your password'. At the bottom, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow. A red arrow points to the 'Next Step' button.

3. Select a question from the drop down menu and insert you answer. Click on **Next Step** once you have selected and answered all the questions.

The screenshot shows the 'Recovery Assistance' dialog box with three question-answer pairs. Each pair consists of a question label, a dropdown menu, and an answer text input field. The questions are 'Question One', 'Question Two', and 'Question Three', each with a dropdown menu containing 'select question One', 'select question Two', and 'select question Three'. The answer fields are labeled 'Answer One', 'Answer Two', and 'Answer Three', each containing 'answer to question One', 'answer to question Two', and 'answer to question Three' respectively. A red callout bubble points to the first dropdown menu with the text 'Select a question for each field from the drop down menu'. Another red callout bubble points to the first answer field with the text 'Insert your answer'. At the bottom, there are two buttons: 'Previous Step' with a left arrow and 'Next Step' with a right arrow. A red arrow points to the 'Next Step' button.

4. A confirmation message will be displayed confirming that you have successfully reset your security questions.

