

nmds-scTM
national minimum
data set for social care



Forgotten Username and Password

March 2017
Version 2

Contents

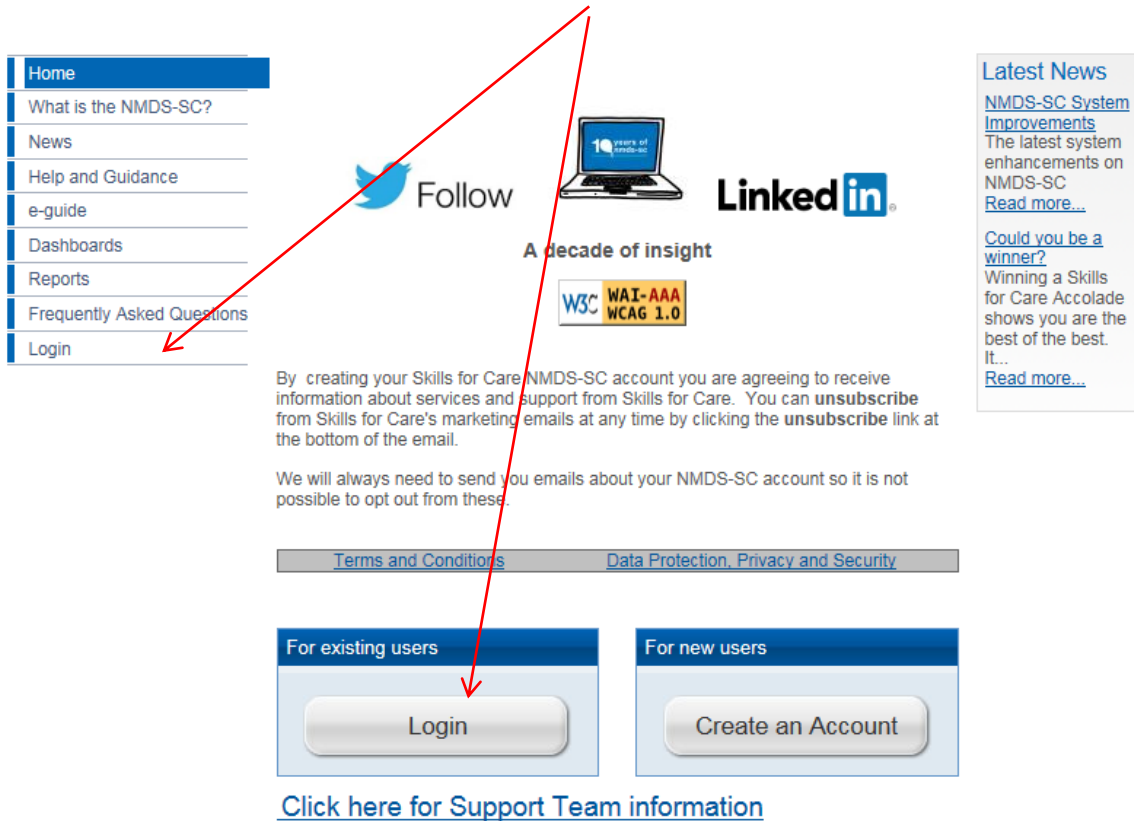
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Introduction

This guidance is to assist you with resetting your password and/or obtaining a reminder of your username.

1. Forgotten Username

Go to www.nmds-sc-online.org.uk and click login



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We will always need to send you emails about your NMDs-SC account so it is not possible to opt out from these.

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For existing users

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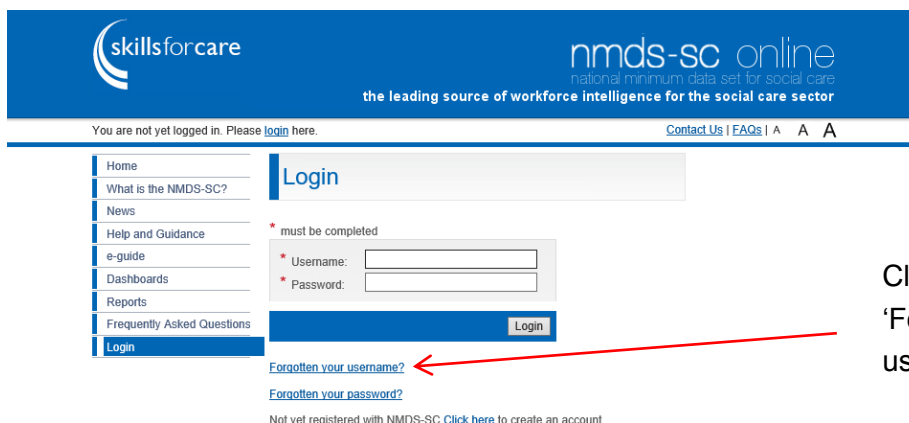
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Login

* must be completed

* Username:

* Password:

Login

[Forgotten your username?](#)

[Forgotten your password?](#)

Not yet registered with NMDs-SC [Click here](#) to create an account.

Click on the 'Forgotten your username' link

You will need to know the email address that you recorded on your user details on the NMDS-SC Online account.

If you do not know the email address or if you use the same email address on more than one account you will need to call the NMDS-SC Support team on 0845 8730129.

1.1 Providing an Email address

Forgotten Username

Please enter your email address to recover your username. An email will be sent to your registered email address and you will be required to provide the answer to your memorable question.

Email:

If you enter an email address that is associated with a single user account an email (shown below) will be sent to that email address.

The forgotten username link for an account with this email address has been activated. To obtain a reminder of your username [click here](#).

Please note that this link will only work once, should you need a further reminder of your username you must click the forgotten username link on the NMDS-SC website to request a new email.

If this was not you please ignore this email

Regards

Skills for Care
NMDS-SC Support Service

1.2 Answering your security question

Clicking the link in the email will take you to a new page where you will be asked for the answer to your security question.

In this instance your answer will **not** be case sensitive.

Forgotten Username

Below is the memorable question you provided when registering. After providing the correct answer you will be shown your username.

Security Question	First pet's name
Your Answer	<input type="text"/>
<input type="submit" value="Submit"/>	

1.3 Providing your Username

If you have supplied the correct answer to your security question you will be taken to a page where you will be shown your username.

Forgotten Username

Your username is: talltrees

[Proceed to login](#)



You can now click on the “Proceed to login” link. Please ensure you remember your username for future use. If you have forgotten your password please follow the next section below to reset.

2. Forgotten password

Go to www.nmnds-sc-online.org.uk and click login

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* must be completed

* Username:

* Password:

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[Forgotten your username?](#)

[Forgotten your password?](#)

Not yet registered with NMDS-SC [Click here](#) to create an account.

Click on the 'Forgotten your password' link

2.1 Providing a Username or Email address

Forgotten Password

Please enter your Username or email address to recover your password. An email will be sent to your registered email address and you will be required to provide the answer to your memorable question. Please note that if your email address is associated to more than one account you will have to use your Username to retrieve the forgotten password

Username or Email:

Submit

If you have an email address that is associated with more than one NMDS-SC Online account, you should enter your username. If you have forgotten your username please refer to the above section to obtain a reminder.

Forgotten Password



An email has been sent to your registered email address.

Some email systems may filter automated messages into a junk mail folder, so please make sure you look out for our email message.

An email (shown below) has now been sent to the email address associated with your NMDS-SC Online account.

Click here

The forgotten password link for an account with this email address has been activated. To reset your password please click [here](#).

Please note that this link will only work once, should you need to reset your password a second time you must click the forgotten password link on the NMDS-SC website to request a new email.

If this was not you please ignore this email.

Regards

Skills for Care
NMDS-SC Support Service

2.2 Answering your security question

Forgotten Password

Below is the memorable question you provided when registering. After providing the correct answer you can supply a new password.

Security Question	Mothers maiden name
Your Answer	<input type="text"/>
<input type="submit" value="Submit"/>	

Complete the answer to your security question and submit

2.3 Resetting your password

Forgotten Password

Please supply a new password. Afterwards you will be required to login.

New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
<input type="submit" value="Save"/>	

You can now create a new password, confirm the new password and save

Your new password should be between 8 and 40 characters in length and contain at least one number, one upper case and one lower case alphabet character.

Login

* must be completed

* Username:	<input type="text"/>
* Password:	<input type="password"/>

<input type="submit" value="Login"/>

You will now be taken to the Login page to login using your new details.

[Forgotten your password?](#)

Not yet registered with NMDs-SC [Click here](#) to create an account.