



# HOW TO RESET YOUR PASSWORD

## Getting Ready for College

Follow our simple step-by-step guide to changing your password for 'Getting Ready for College'. If you get stuck, please get in touch. We are here to help!

### 1 ACCESS LOG IN SCREEN

Follow this link to access the log in screen <https://ebsontrackprospect-ebslive.stamford.ac.uk>

Click on 'Forgot your password?'

### 2 ENTER USERNAME

This will take you to the reset password page (<https://ebsontrackprospect-ebslive.stamford.ac.uk/ResetPassword>)

Enter your **username NOT your email address**. Press 'SUBMIT'.

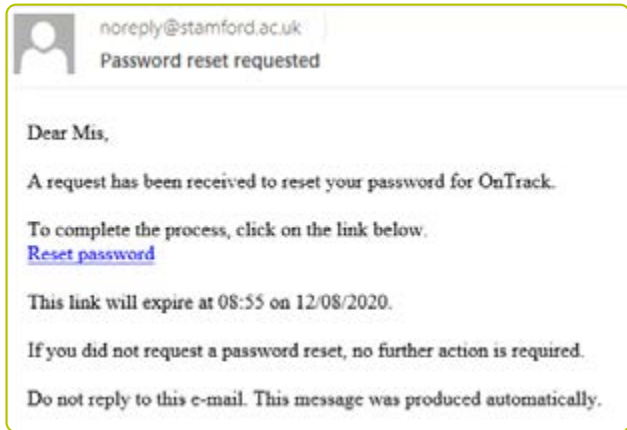
### 3

#### PASSWORD RESET EMAIL

You should receive an email with a Reset Link.

*The reset link is only valid for half an hour and can only be used once.*

Students with a College email address may find it there.



If no email comes through contact **enrolment@stamford.ac.uk**. Please check your junk or quarantine folders before requesting assistance.

### 4

#### SECURITY QUESTION

Your Security Question will be displayed. **The answer is case sensitive.**

If the College has created your user account your question might be 'What is your date of Birth (DD/MM/YYYY)' **The format must be DD/MM/YYYY e.g. 01/01/2003**



Please contact **enrolment@stamford.ac.uk** if you have forgotten your answer.

### 5

#### NEW PASSWORD

Create your new password.

Confirm your newly created password.

Passwords must be at least 9 characters long and contain both upper and lower case plus 1 number.



### 6

#### PASSWORD EXPIRY

If your password has expired you will see this notification. Just create your new password and confirm your newly created password. Then login.

