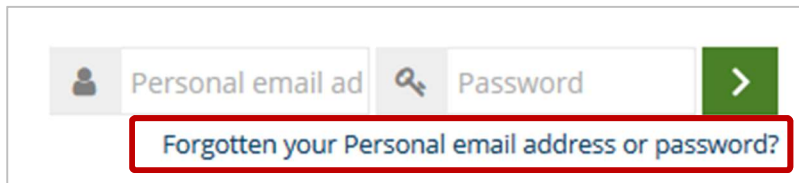


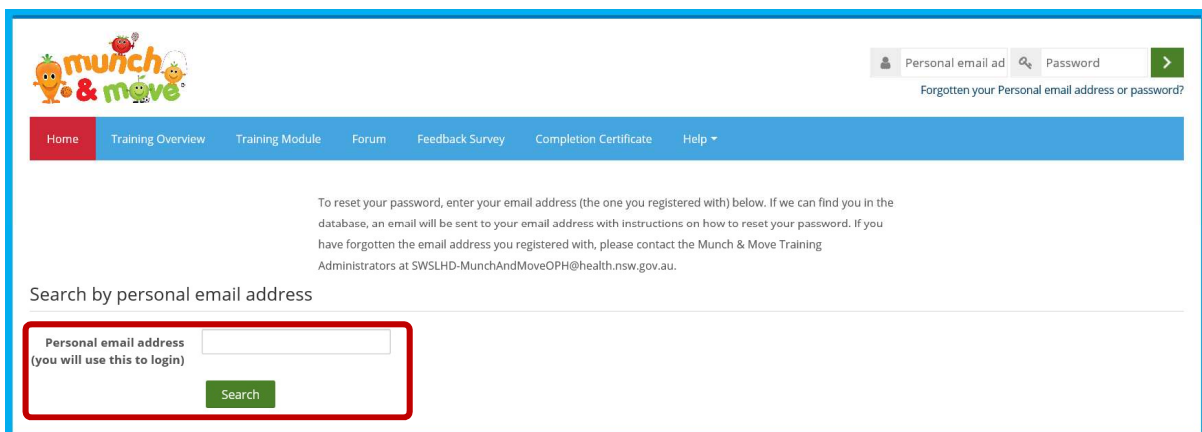
What to do if you forget your email or password

- Step 1.** Go to the *Home* page and click on the **Forgotten your Personal email address or password?** link in the top right corner of the screen.

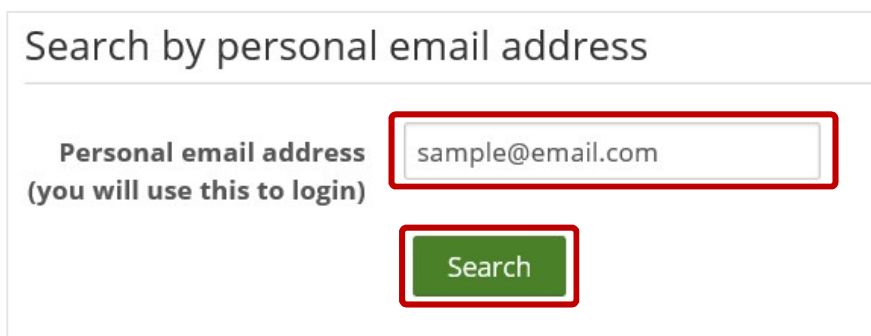


A screenshot of the login form. It features two input fields: 'Personal email ad' and 'Password', both with search icons. A green arrow button is to the right. Below the fields, a red box highlights the link 'Forgotten your Personal email address or password?'.

- Step 2.** Enter your **Personal email address** then click the **Search** button. If you have forgotten the email address you registered with, please contact the *Munch & Move* Training Administrators SWSLHD-MunchAndMoveOPH@health.nsw.gov.au

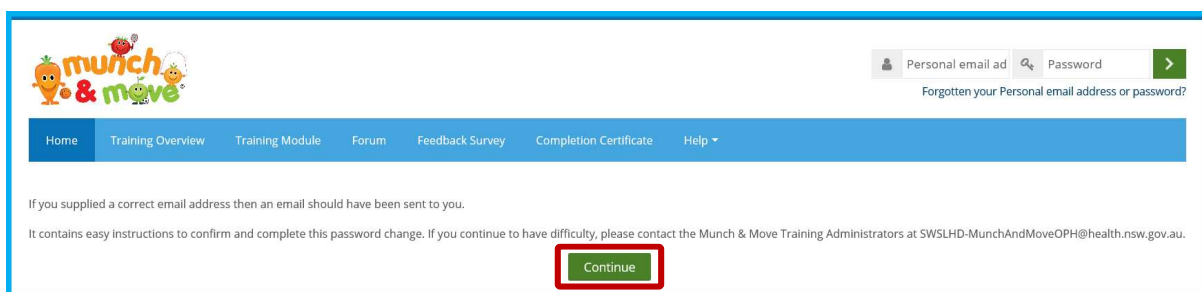


A screenshot of the 'Search by personal email address' page. The page has a blue header with the 'munch & move' logo and navigation links. Below the header, there is a search form with a text input field and a green 'Search' button. A red box highlights the search input field and button.



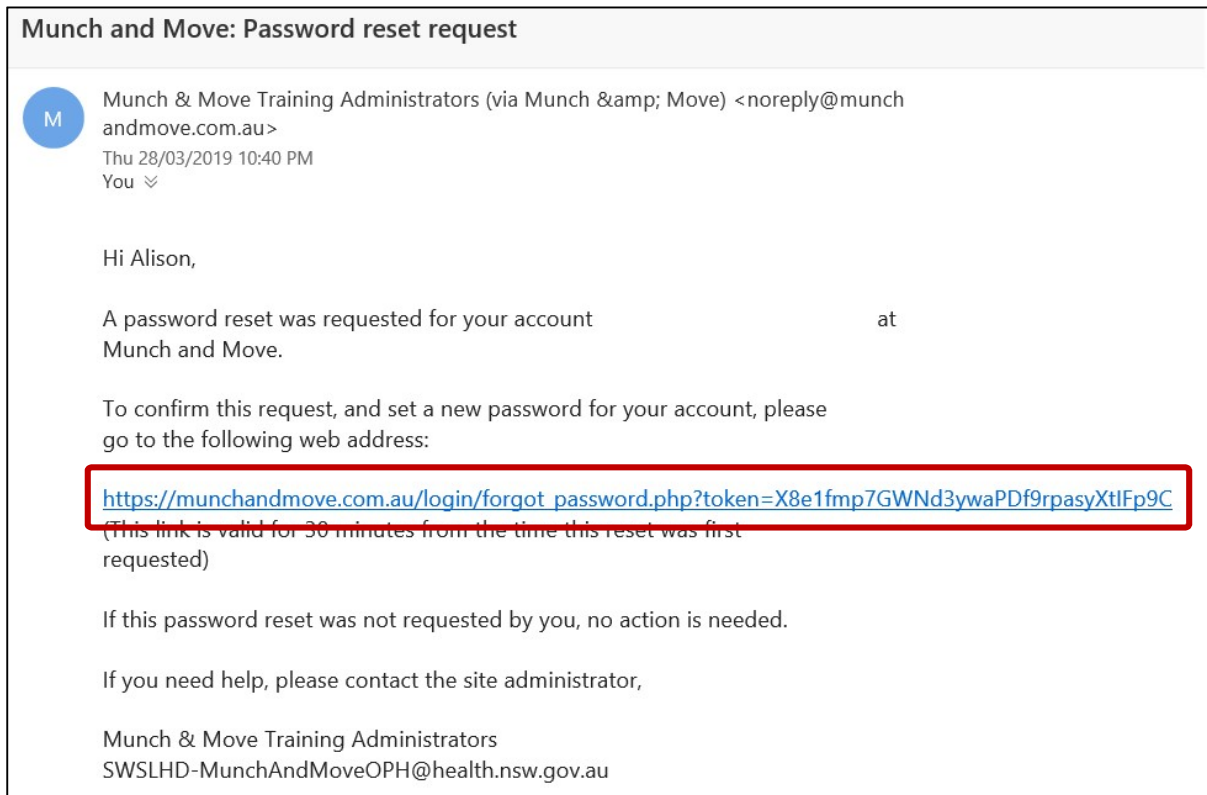
A close-up screenshot of the search form. The text input field contains 'sample@email.com' and the green 'Search' button is highlighted with a red box.

- Step 3.** The following confirmation message will display. Click the **Continue** button.

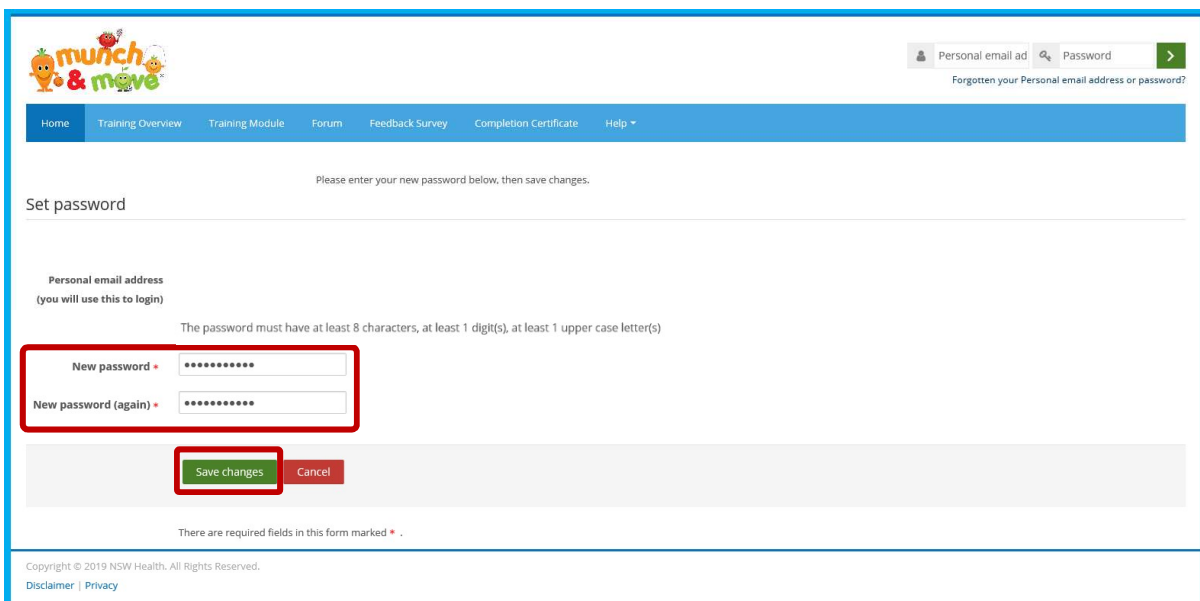


A screenshot of the confirmation message. The page has a blue header with the 'munch & move' logo and navigation links. Below the header, there is a confirmation message and a green 'Continue' button. A red box highlights the 'Continue' button.

Step 4. Check your email account for an email with the subject **Munch and Move Password reset request**. Click on the link in the email. Note: the link will only be valid for 30 minutes.



Step 5. On the *Set password page*, enter your new password in both password fields and then click the **Save changes** button. The password must have at least 7 characters, at least 1 digit(s), at least 1 upper case letter(s)



Step 6. If both password fields match, the system will automatically log you into the site. On the home page, you will find a confirmation message underneath the banner.



Alison Move



- Home
- Training Overview
- Training Module
- Forum
- Feedback Survey
- Completion Certificate
- Help



Your password has been set.