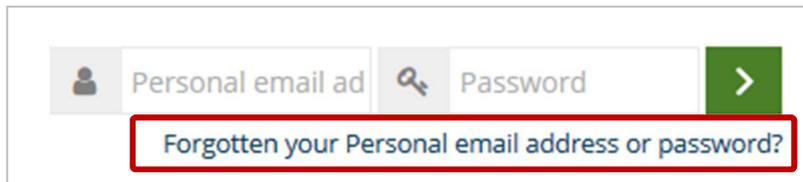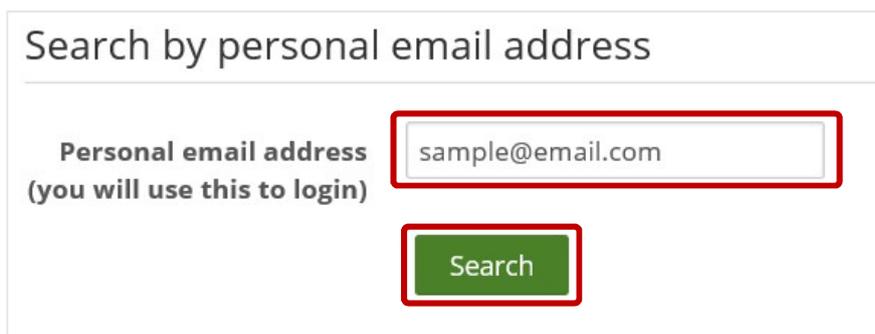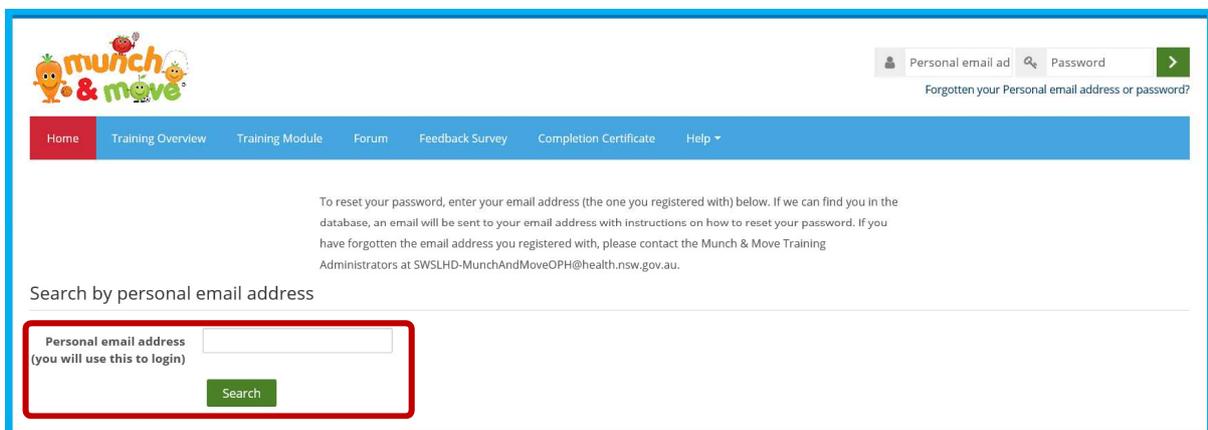# What to do if you forget your email or password
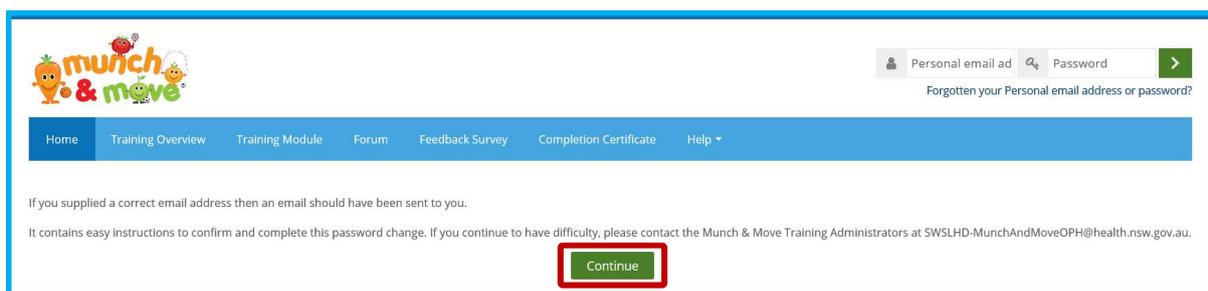
Step 1. Go to the *Home page* and click on the **Forgotten your Personal email address or password?** link in the top right corner of the screen.
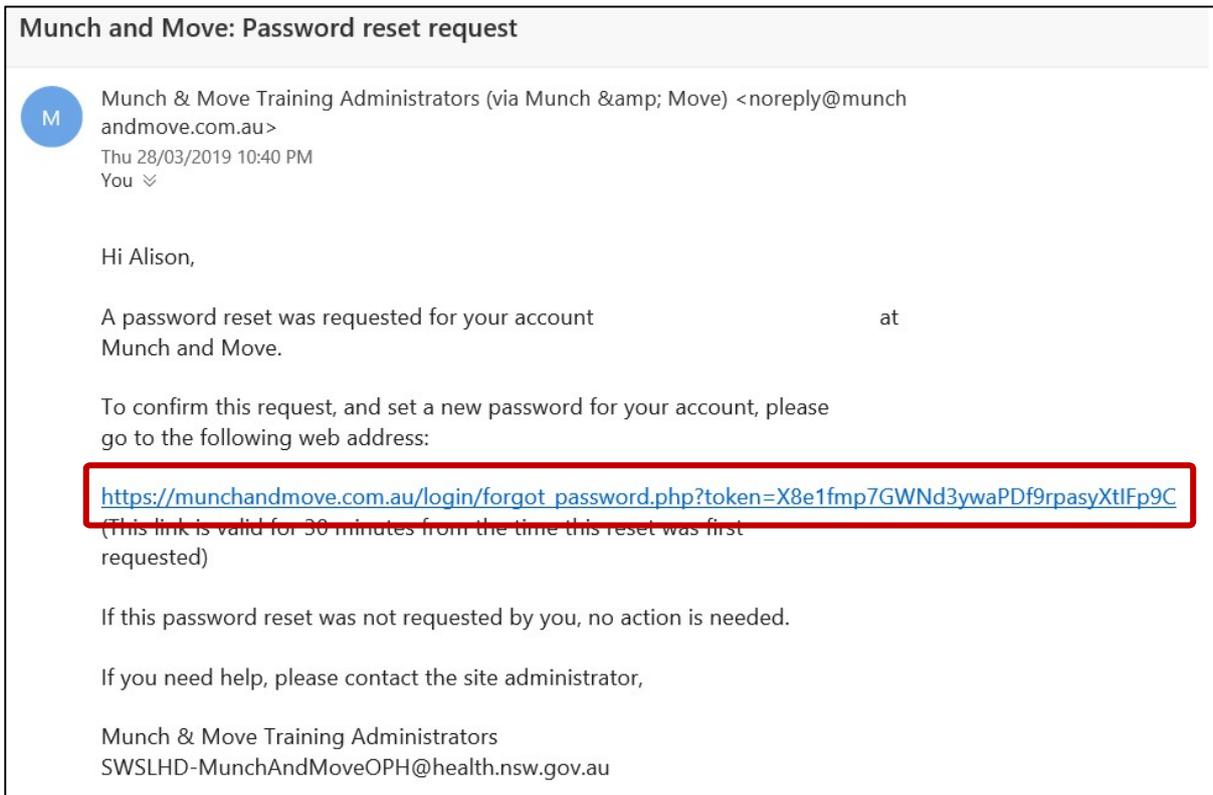

Step 2. Enter your **Personal email address** then click the **Search** button. If you have forgotten the email address you registered with, please contact the *Munch & Move* Training Administrators: Munch&Move@ectarc.com.au
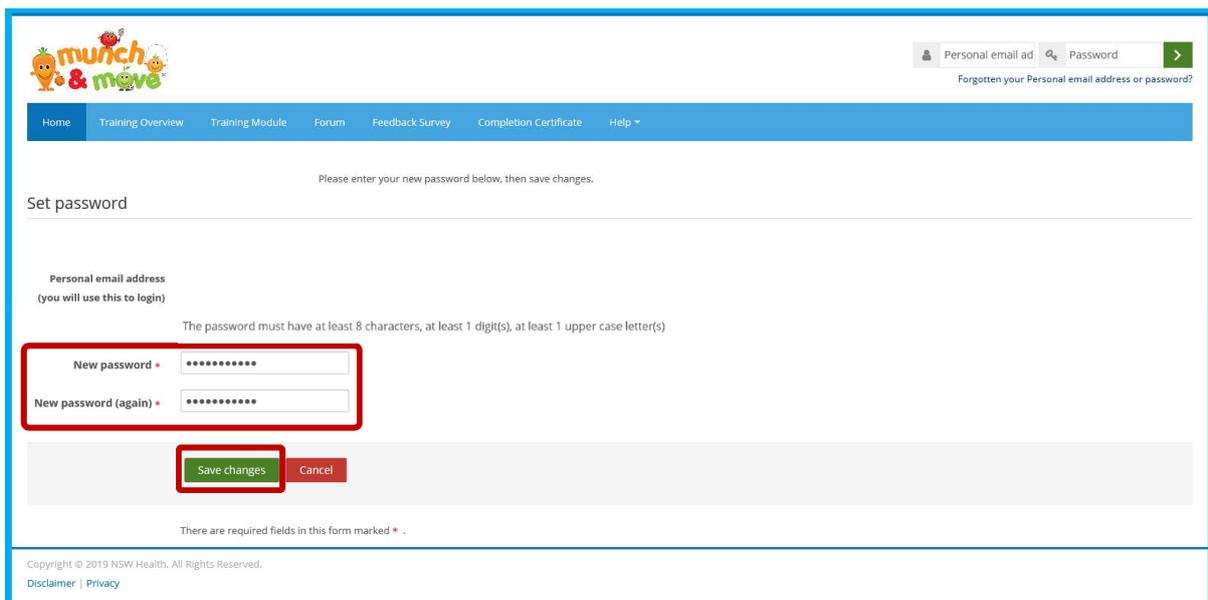

Step 3. The following confirmation message will display. Click the **Continue** button.

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.

Your password has been set.