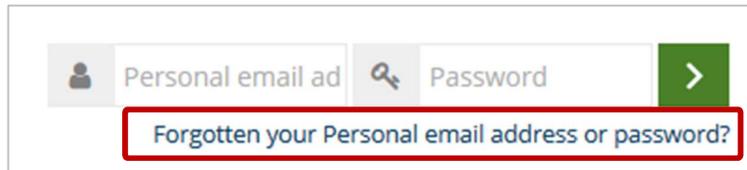


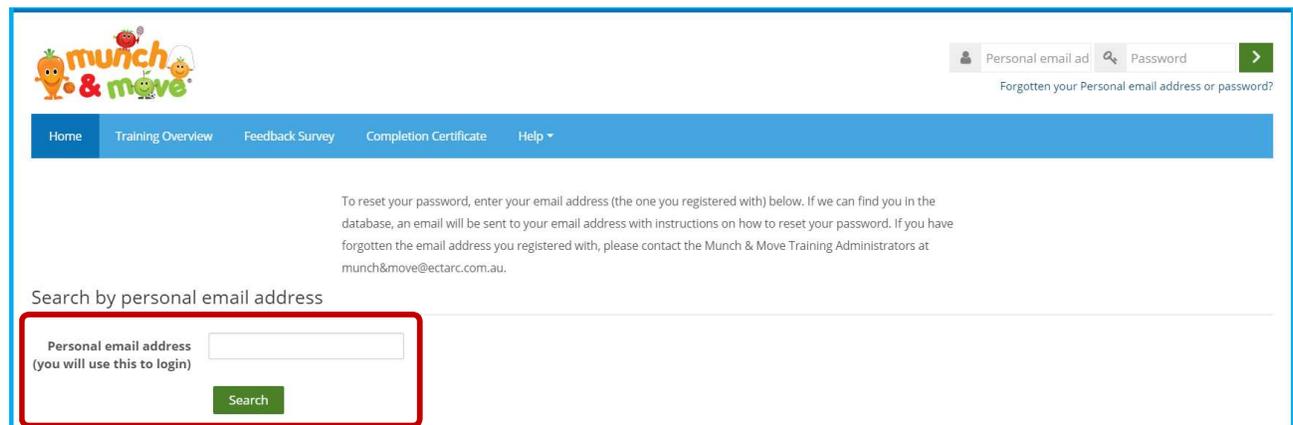
What to do if you forget your email or password

- 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', each with a search icon. 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*: Munch&Move@ectarc.com.au



A screenshot of the Munch & Move website. The logo is in the top left. The top right has a login form with a link 'Forgotten your Personal email address or password?'. A blue navigation bar contains 'Home', 'Training Overview', 'Feedback Survey', 'Completion Certificate', and 'Help'. The main content area has a heading 'Search by personal email address' and a text box for 'Personal email address (you will use this to login)' with a 'Search' button. A red box highlights the text box and button.

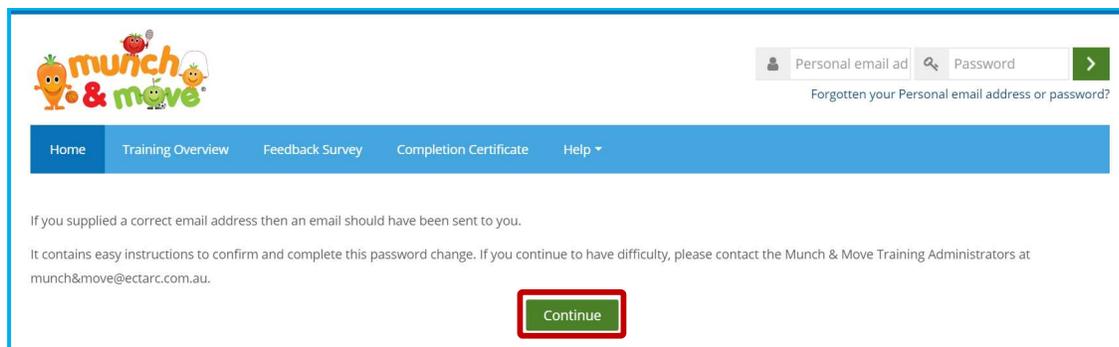
Search by personal email address

Personal email address
(you will use this to login)

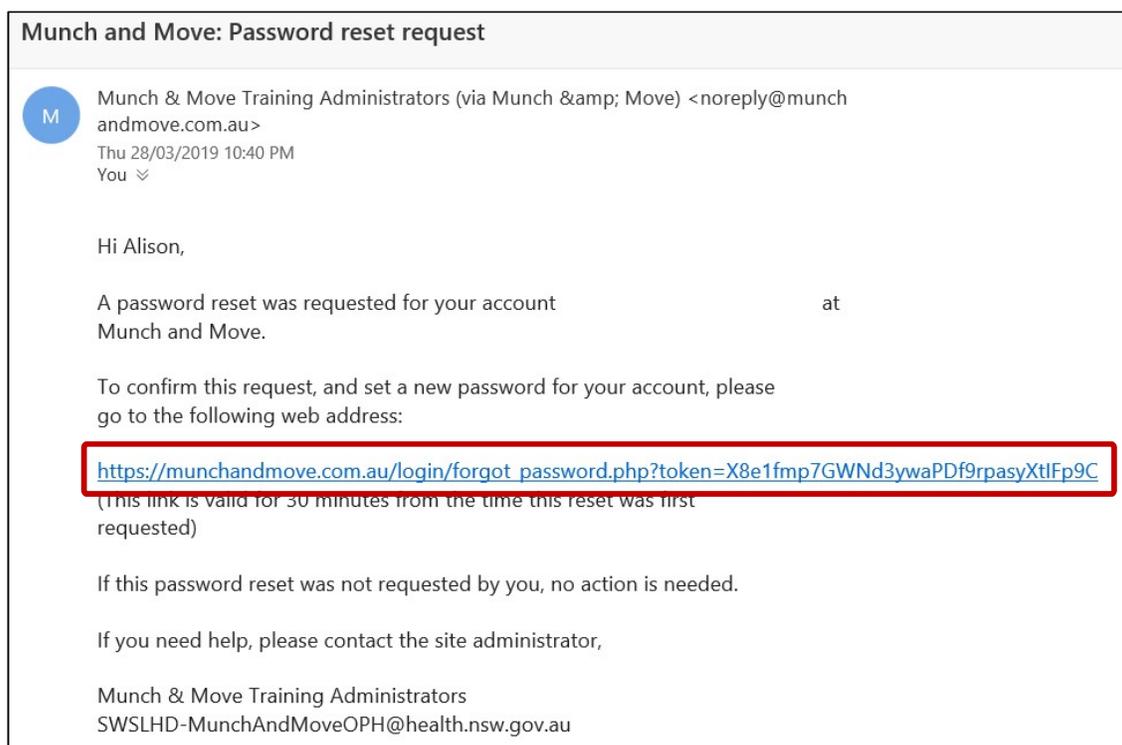
sample@email.com

Search

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.

