Transcript of video

[Background music]

[**On screen:** Title appears on the screen: ‘CARE Services Help: Forgot your password’.]

Find out how to get a new password if you have forgotten your CARE Financial Services password.

[**On screen: :** CARE Financial Services landing screen page appears.]

First, go to the CARE Financial Services home page.

[**On screen:** A cursor moves to the top of the CARE Services screen and the log in screen appears]

Click on the provider dashboard. Next you will be taken to the login screen.

[**On screen:** The screen zooms into the ‘Exiting users’ display on the left of the screen. The link for forgotten password is highlighed ]

The login screen has a link for a forgotten password.

[**On screen:** The link is clicked and the ‘Reset password’ screen step 1 appears with an email field displayed. The screen zooms out]

Click the link to reset your password.

[**On screen:** The current email address is entered.]

There are three steps to reset your password. Step one. Enter your e-mail address.

[**On screen:** The cursor moves to next and the screen changes to the generic email account screen]

Step 2. Next you will receive an e-mail with an 8 number code.

[**On screen:** The screen zooms in to the details in the email. The 8 number code in the email is then highlighted.]

Copy and paste the code or type the numbers into the code field.]

[**On screen:** The ‘Reset password –step 2’ screen appears. There is messaging at the top and then a box labelled ‘Code’ needs to be completed. The 8 number code appears in the field. ]

Copy and paste the code or type the numbers into the code field.

[**On screen:** The cursor moves to the ‘next’ button and the ‘Reset password –step 3’ screen appears. On this screen there are two fields to create a new password on the left and the NTG password policy on the right.]

Step three is to create your new password.

[**On screen:** Password policy information on the right side of the screen is highlighted]

Your password needs to follow the NTG secure password policy.

[**On screen:** The new password box shows a password being entered. The 12 character requirements is ticked in the Password policy list]

You must use at least 12 characters.

[**On screen:** The uppercase letter requirement is ticked in the Password policy list]

One letter should be uppercase.

[**On screen:** The new password box is completed. The confirm password process is begun. The number requirement is ticked in the Password policy list]’

One needs to be a number.

[**On screen:** Special characters including an exclamation mark, a hashtag, a dollar sign, a percentage symbol and an ampersand are displayed at the bottom of the screen. ]

You will need to use one of these special characters.

[**On screen:** The Finish button under the confirm password box is clicked and the ‘Password Reset Confirmation’ screen is displayed.]

Click finish to complete the process

[**On screen:** On the Password Reset Confirmation screen the cursor moves to the Ok button and clicks it ]

Your password has been changed. Click OK to return to the login page.

[**On screen:** The Login screen appears]

Log in as usual using your new password.

[Background music begins]

[**On screen:** The CARE Services Help and NTG branding appears.]