

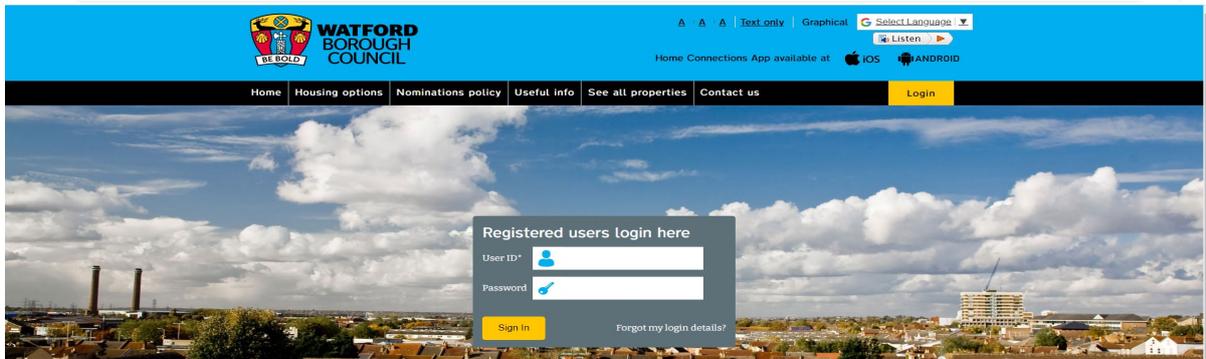
Re-Setting Your Password and Login Details:

If you have forgotten your log in details or password to access your online application or access to the bidding site. Please follow the instructions below to re-set your login details.

Go to Home Connections <https://watford.homeconnections.org.uk/>

Then click on **'Login'**.

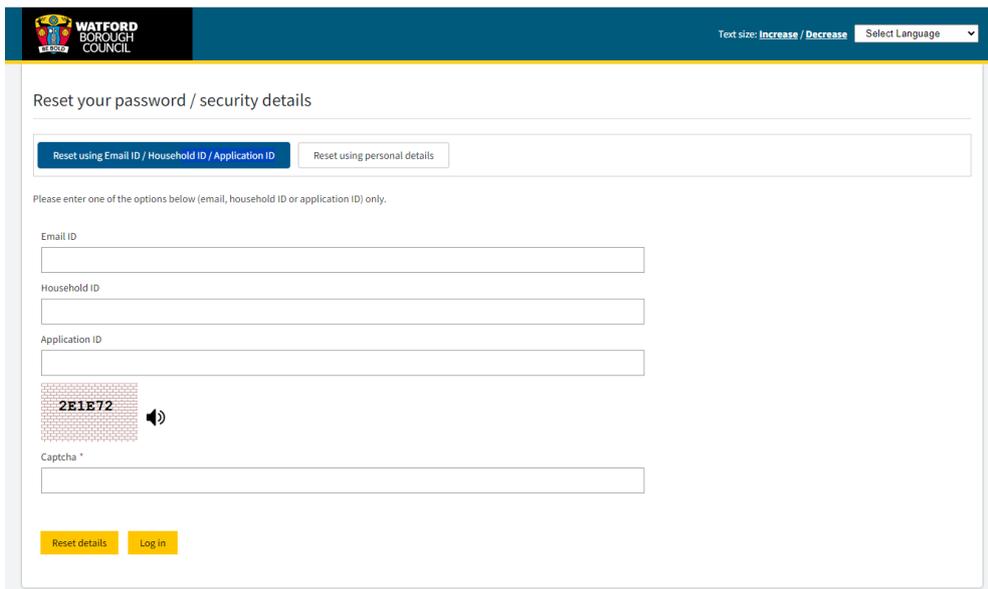
This will open a new window as below.



Then in the box where it asks to enter your User ID and Password.

Click on **'Forgot my Login Details'**.

This will then open a new window tab as below.

A screenshot of the 'Reset your password / security details' form on the Watford Borough Council website. The form has two tabs: 'Reset using Email ID / Household ID / Application ID' (selected) and 'Reset using personal details'. Below the tabs, there are input fields for 'Email ID', 'Household ID', and 'Application ID'. A CAPTCHA image with the text '2E1E72' and a speaker icon is shown. At the bottom, there are 'Reset details' and 'Log in' buttons.

Then click on **'Reset using my personal details'**.

Or **'Reset using Email ID, Household ID, Application ID (if known).'**

Please make a note of your ID Number, Password and Security Questions so that you can log back in at any stage.