

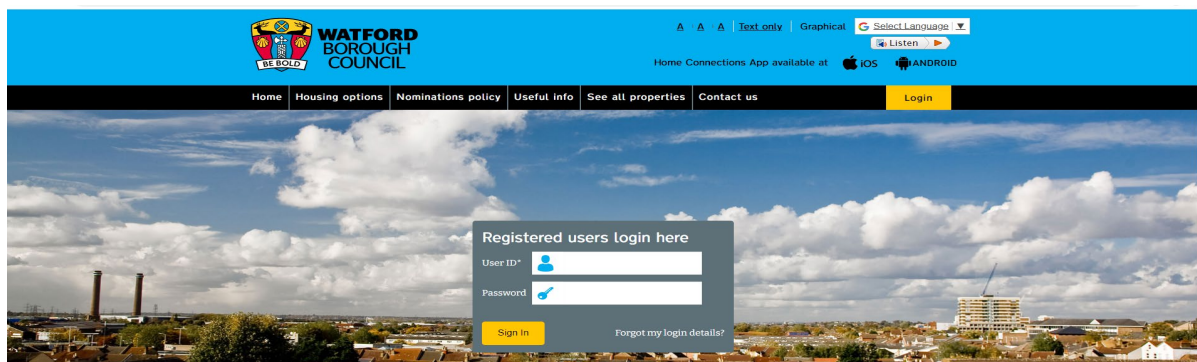
Re-Setting Your Password and Login Details:

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’**.

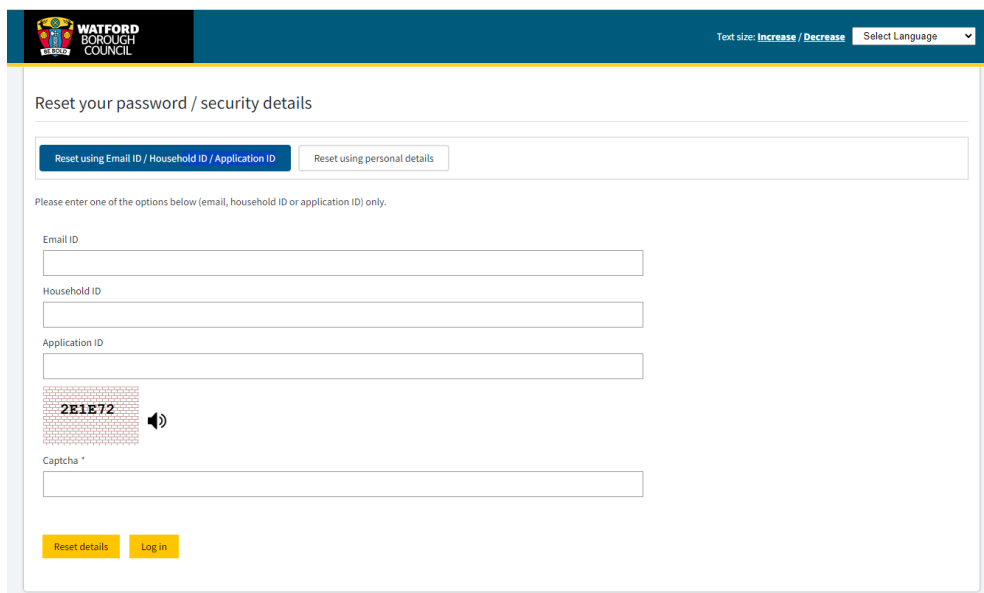
This will open a new window as below.

The screenshot shows the Watford Borough Council Home Connections website. The header is blue with the council logo and navigation links: Home, Housing options, Nominations policy, Useful info, See all properties, Contact us, and a yellow Login button. Below the header is a large banner image of a cityscape. Overlaid on the banner is a login box titled "Registered users login here". It contains fields for "User ID*" and "Password", a "Sign In" button, and a link for "Forgot my login details?".

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.

The screenshot shows the "Reset your password / security details" page. It has a header with the council logo and links for "Text size: Increase / Decrease" and "Select Language". The main content area has two tabs: "Reset using Email ID / Household ID / Application ID" (selected) and "Reset using personal details". Below the tabs, it says "Please enter one of the options below (email, household ID or application ID) only." There are three input fields for "Email ID", "Household ID", and "Application ID". Below these is a CAPTCHA image showing the number "2E1E72" and a speaker icon. A "Captcha *" label is next to the input field. At the bottom 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.