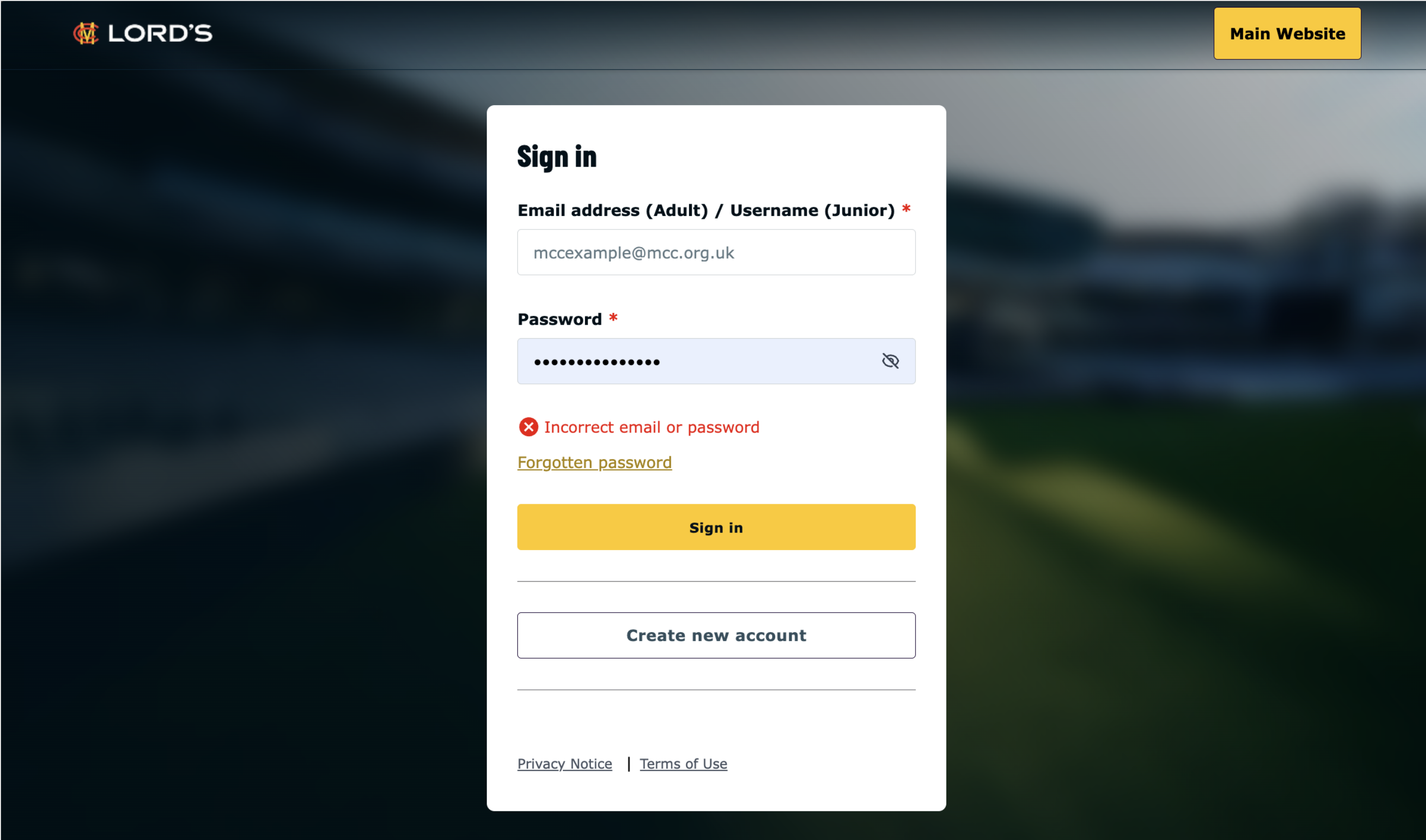


MCC NEW SINGLE-SIGN ON (SSO): HOW TO RESET YOUR PASSWORD

 **LORD'S**

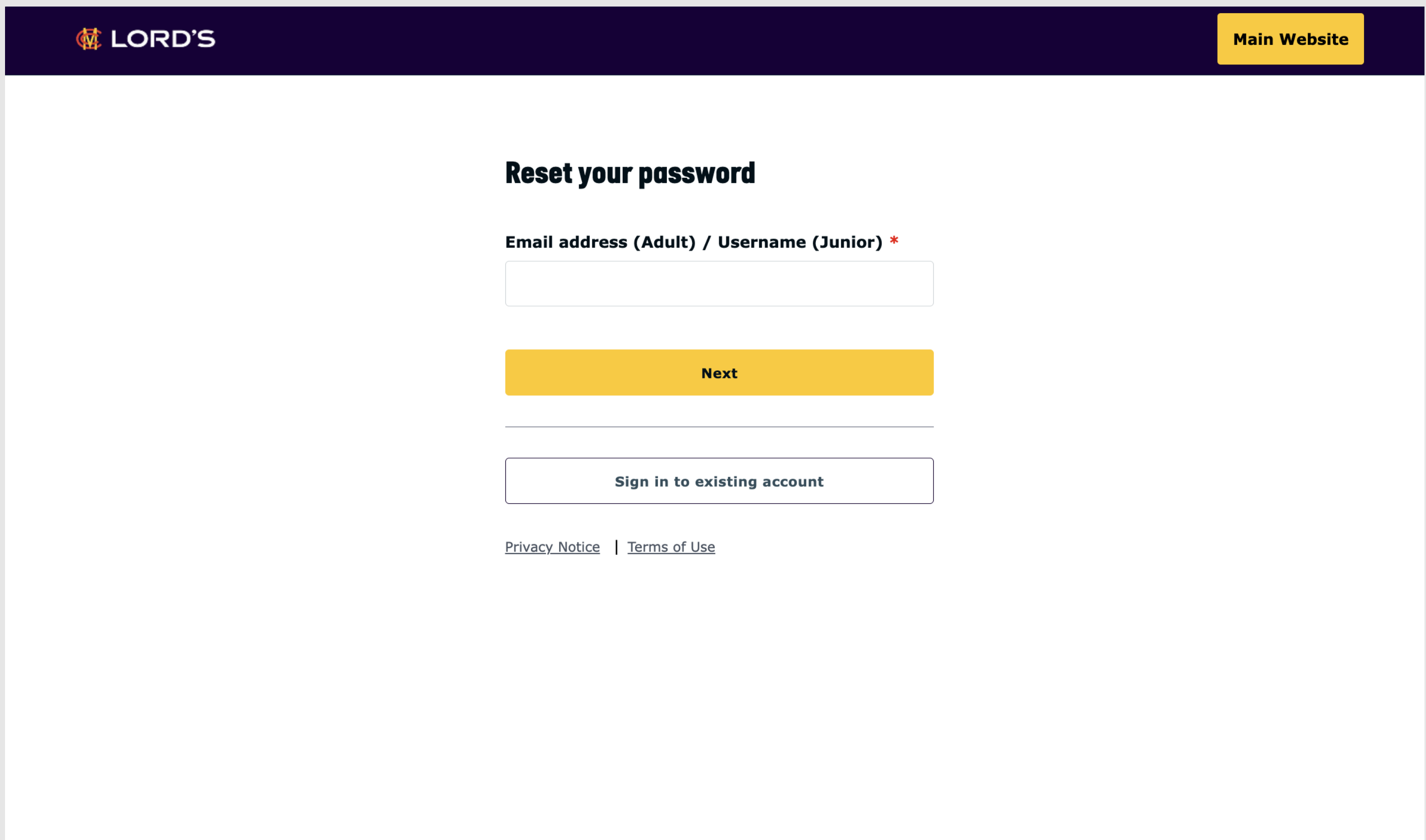
STEP 1

On the sign in screen, click Forgotten Password



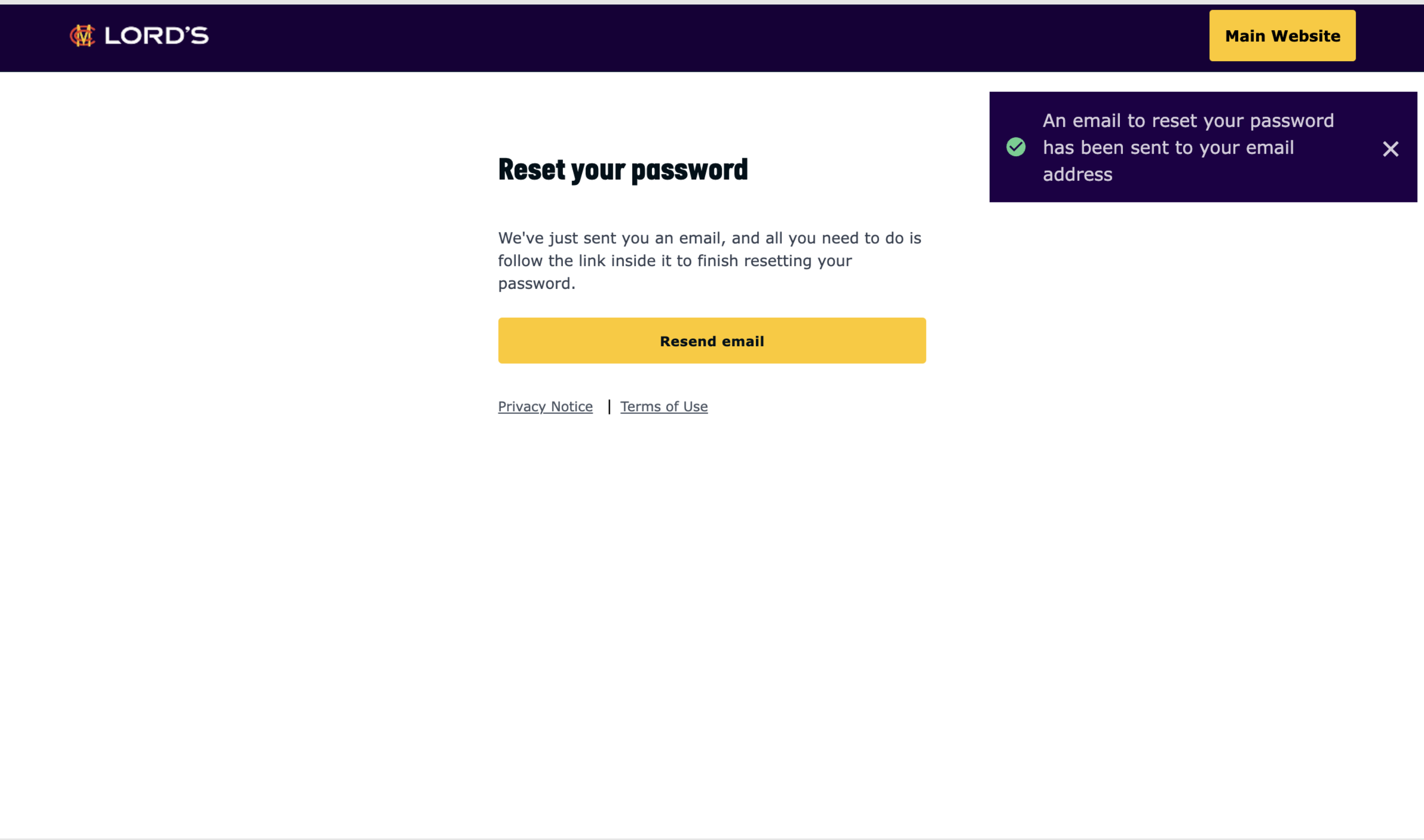
STEP 2

Enter your email address you use to log in to your MCC/Lord's account, then click Next



STEP 3

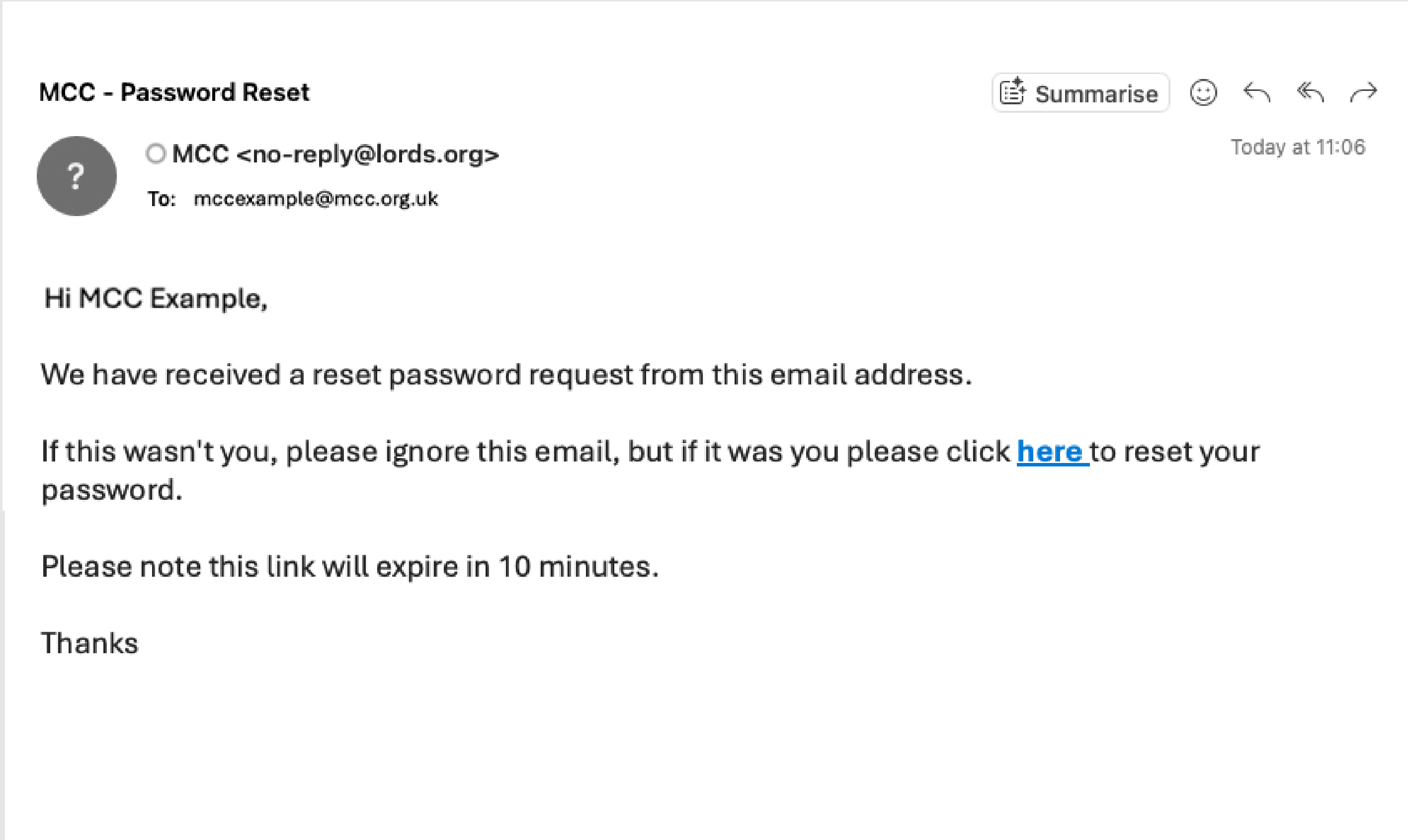
After clicking Next, you will see a confirmation message. This means an email has been sent to the email address you entered.



STEP 4

Open the reset password email in your email inbox and click the link.

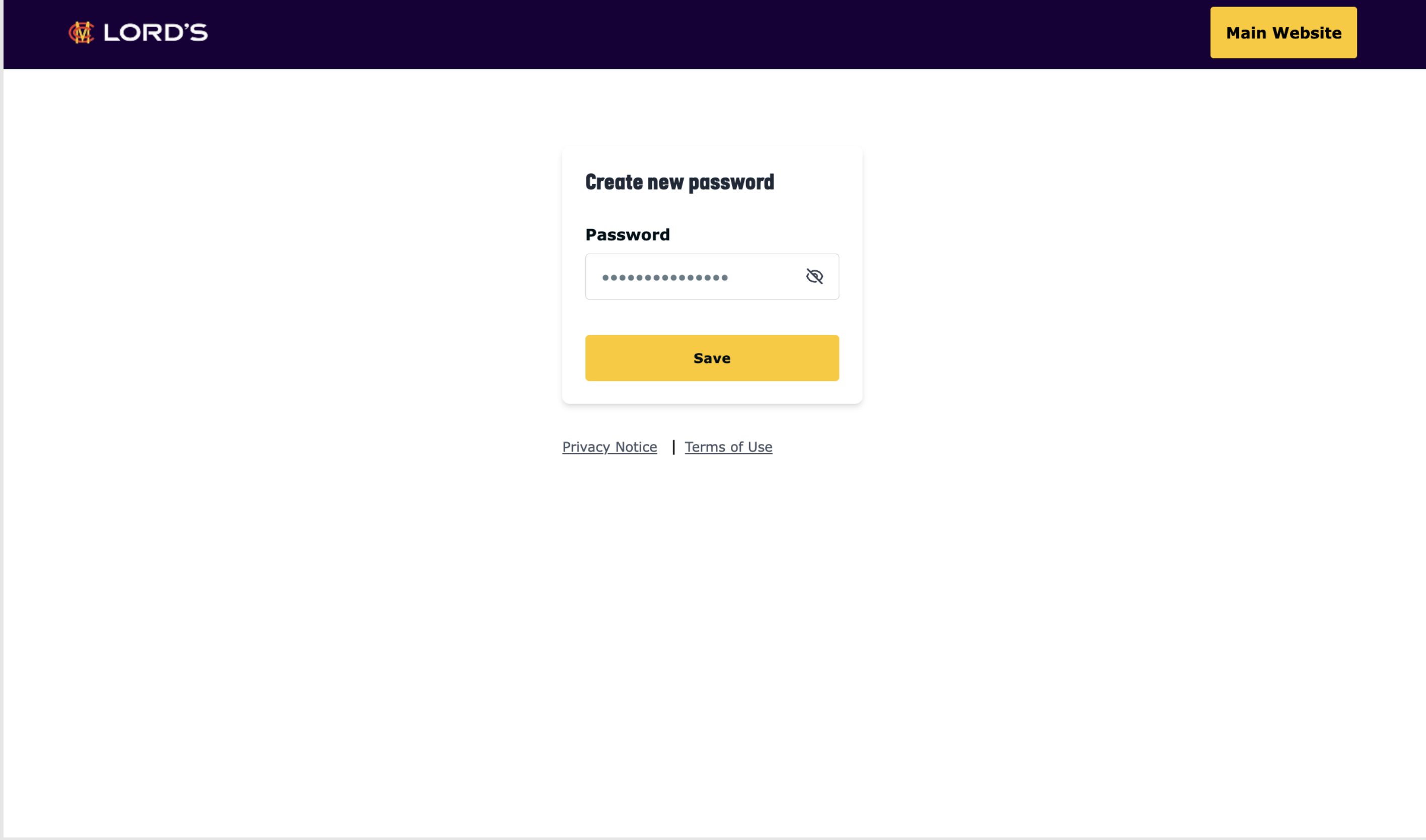
Please note: the link expires after 10 minutes. If the link has expired, return to the reset screen, click Resend email, and try again. If you can't see the email, check your junk and spam folders.



STEP 5

You will be taken to a screen where you can create a new password

- Your new password must be at least 12 characters and include both upper case (A-Z) and lower case (a-z) letters.
- If your previous password meets these requirements, you may choose to use it again but you must still complete the password reset process.
- Enter your new password and click 'Save'.



STEP 6

Your new password has now been successfully reset.

Click Sign in, then log in using your email and new password.

