

MCC NEW SINGLE-SIGN ON (SSO):

HOW TO RESET YOUR PASSWORD



STEP 1

On the sign in screen, click Forgotten Password

The screenshot shows the MCC Lord's sign in page. The 'Email address (Adult) / Username (Junior)' field contains 'mccexample@mcc.org.uk'. The 'Password' field is filled with '*****'. Below the fields, an error message 'Incorrect email or password' is displayed, along with a 'Forgotten password' link. A yellow 'Sign in' button is at the bottom.

STEP 2

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

The screenshot shows the 'Reset your password' page. The 'Email address (Adult) / Username (Junior)' field is empty. A yellow 'Next' button is centered below the field.

STEP 3

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

The screenshot shows the 'Reset your password' page after clicking 'Next'. A confirmation message in a box says: 'An email to reset your password has been sent to your email address'. Below the message, there is a 'Resend email' button and links for 'Privacy Notice' and 'Terms of Use'.

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.

The screenshot shows an email from 'MCC <no-reply@lords.org>' to 'mccexample@mcc.org.uk'. The subject is 'MCC - Password Reset'. The email body says: 'Hi MCC Example, We have received a reset password request from this email address. If this wasn't you, please ignore this email, but if it was you please click [here](#) to reset your password. Please note this link will expire in 10 minutes.' The email is timestamped 'Today at 11:06'.

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'.

The screenshot shows the 'Create new password' page. It has a 'Password' field containing '*****' and a yellow 'Save' button at the bottom. Below the form, there are links for 'Privacy Notice' and 'Terms of Use'.

STEP 6

Your new password has now been successfully reset.

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

The screenshot shows the 'Sign in' page. A message box says 'You're all set' and 'Your new password has been saved successfully, all you need to do now is sign in with your new details.' A yellow 'Sign in' button is at the bottom. Below the message box, there are links for 'Privacy Notice' and 'Terms of Use'.