

# Retrieving Your Login Details

How to reset your password and regain access to your ChamberDocs account

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## Overview

If you have forgotten your password or cannot access your ChamberDocs account, follow the steps below to reset your password and regain access.

### 1 Navigate to the ChamberDocs Login Page

Go to: [www.chamberdocs.co.nz/Account/Login](http://www.chamberdocs.co.nz/Account/Login)

### 2 Click 'Forgot Your Password?'

On the login page, click the Forgot your password? link located below the Log In button.

#### Log in



The screenshot shows a login form with two input fields. The top field is labeled 'Email' and the bottom field is labeled 'Password'. Both fields are empty and have a light gray border.

Once logged in, your session will be active for 2 hours or until you log out prior.



### 3 Enter Your Account Email Address

On the Forgot your password? page, enter the email address associated with your ChamberDocs account and click Email Link.

**i** Make sure to use the email address that was registered with your account. If you are unsure which email address was used, contact the Chamber for assistance.

## Forgot your password?

### 4 Check Your Email for the Reset Link

You will receive an email containing a link to reset your password. Click the link in the email to proceed.



The reset link is valid for single use and expires 24 hours from the time it was sent. If the link has expired, repeat the process from Step 2 to request a new one.

## Reset your password

We have received a request to have your password reset for [www.chamberdocs.co.nz](http://www.chamberdocs.co.nz). If you did not make this request, please ignore this email.

To reset your password, please [click here](#).

Valid for single use and 24hrs from above time.

### 5 Complete the Reset Form & Click Reset

After clicking the link in the email, you will be taken to the Reset password page. Complete all three fields:

Field	Notes
Email	Re-enter the email address associated with your account.

<b>Password</b>	Enter your new password.
<b>Confirm Password</b>	Re-enter your new password to confirm it matches.

## Reset password.

RESET YOUR PASSWORD.

Email

Password

Confirm password

RESET

Click Reset to save your new password. You will then be able to log in to your account using your new credentials.