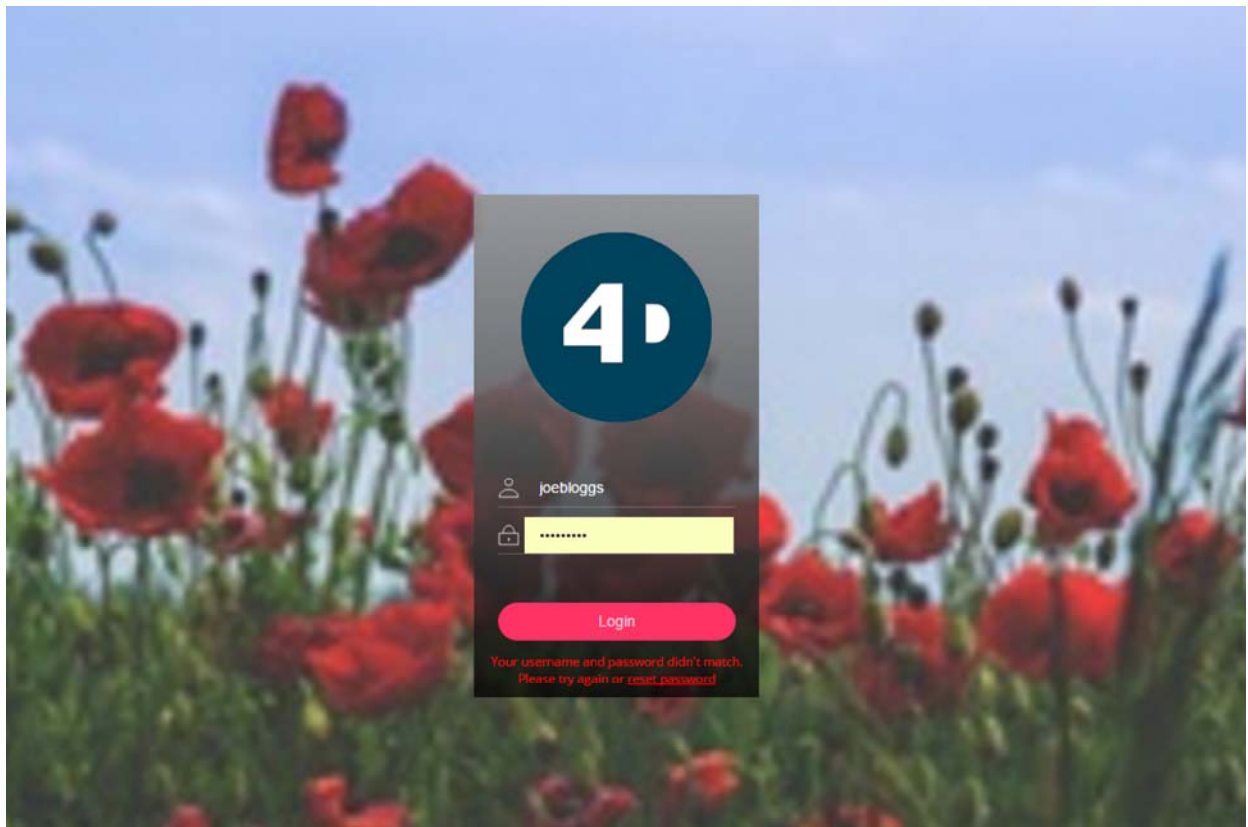


Recovering passwords

Step 1: Click the reset password link

If you have forgotten your password, firstly try and sign in to your GenIE 2 cloud. If you the username and password does not match, you will see a message at the below the password field (see below). Press the link **reset password**.



Step 2: Enter your e-mail address for the password reset link

Enter your e-mail address, press the **Reset Password** button and the steps to reset the password should be e-mailed to the address you have entered.



joebloggs@joebloggs.com

Reset Password