

# Password & Username Recovery

This guide will help you to recover or change your username and/or password. You will need the email Address you used to set up your account.

You can use almost any text for your username. When your account was first created it would have been in the form firstname.lastname (There is a dot between firstname and lastname).

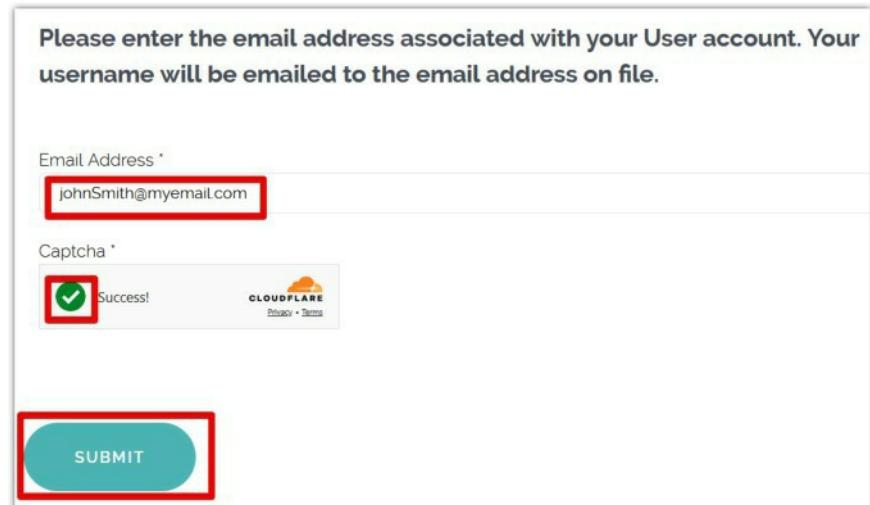
Your password must be at least 8 characters long and should contain at least one uppercase and one lowercase character and at least one number

**Important: If you need to reset both your username and password then start with your username.**

## Changing or Recovering your username



On the login page click on  
Forgot/Change your username



Please enter the email address associated with your User account. Your username will be emailed to the email address on file.

Email Address \*

johnSmith@myemail.com

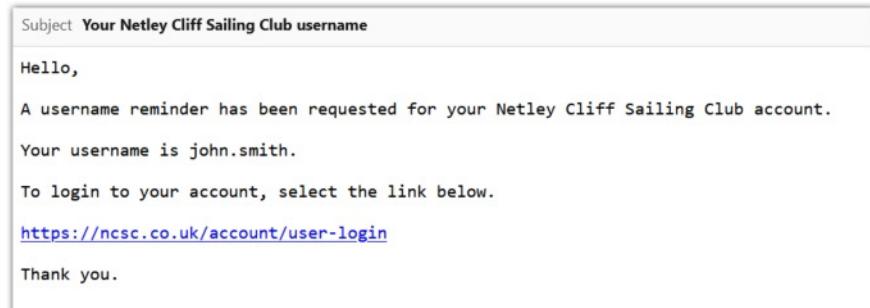
Captcha \*

 Success! 

**SUBMIT**

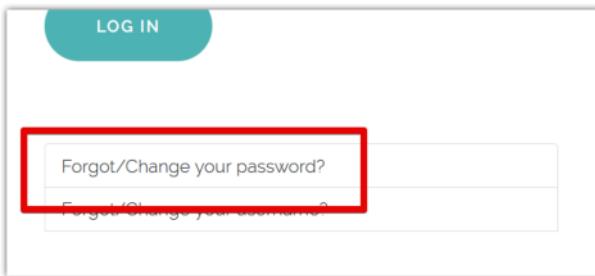
Enter your email address, tick the captcha box and click Submit.

This will generate an email that will be sent to the address provided. The address must be the one associated with your account.



# Changing or Recovering your password

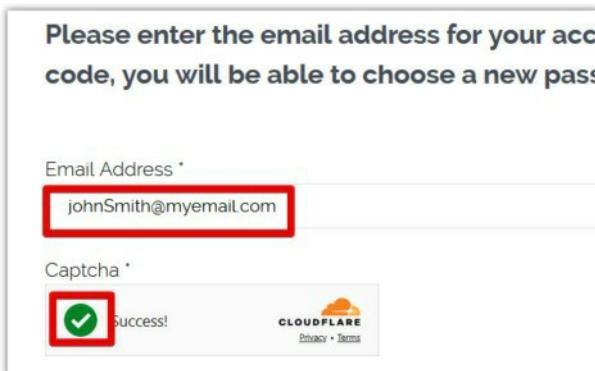
On the login page click on  
Forgot/Change your username



The image shows a light blue header with the word 'LOG IN' in white. Below it is a white rectangular form. In the top right corner of the form, there is a link 'Forgot/Change your password?'. This link is highlighted with a red rectangular box.

Enter your email address, tick the  
captcha box and click Submit.

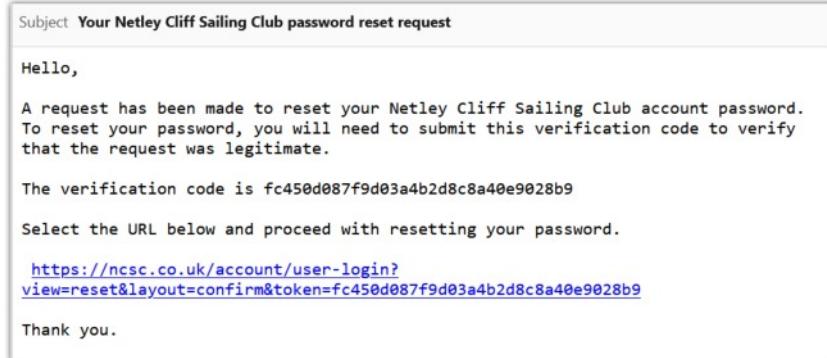
This will generate an email that  
will be sent to the address  
provided. The address must be the  
one associated with your account.



The image shows a white form with a header 'Please enter the email address for your account, you will be able to choose a new password'. Below this, there is a field labeled 'Email Address \*' with the value 'johnSmith@myemail.com'. Underneath this is a 'Captcha' field with a green checkmark and the text 'Success!'. The Cloudflare logo is visible in the bottom right corner of the form.

An email has been sent to your email address. The email has a verification  
code, please paste the verification code in the field below to prove that you are  
the owner of this account.

Username \*



The image shows an email message. The subject is 'Your Netley Cliff Sailing Club password reset request'. The body of the email starts with 'Hello,' and a message about a password reset request. It then provides a verification code: 'fc450d087f9d03a4b2d8c8a40e9028b9'. It instructs the recipient to 'Select the URL below and proceed with resetting your password.' A blue link is provided: <https://ncsc.co.uk/account/user-login?view=reset&layout=confirm&token=fc450d087f9d03a4b2d8c8a40e9028b9>. The message concludes with 'Thank you.'

The email will contain a  
verification code and a link. You  
can either click on the link or copy  
the code.

Return to your browser and enter  
your username and verification  
code in the boxes provided. If you  
clicked on the link in the email the  
verification code will already be  
entered.



The image shows a white form with a header 'code, please paste the verification code in the field below to prove that you are the owner of this account.' Below this, there is a 'Username \*' field with the value 'john.smith'. Underneath is a 'Verification Code \*' field with the value '60c0094b96e5329dd80bccbda8aeb14e'. At the bottom is a large red rectangular button labeled 'SUBMIT'.

Enter your new password into the boxes provided and click Submit.

To complete the password reset process, please enter a new password.

Password \*  
Minimum Requirements — Characters: 8, Numbers: 1, Upper Case: 1

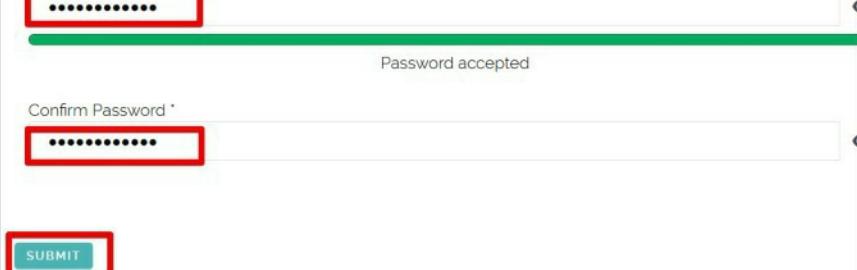
.....

Password accepted

Confirm Password \*

.....

**SUBMIT**



You will be taken back to the login page where you can enter your username and new password.

Username \*

john.smith

Password \*

.....

Remember me

**LOG IN**

