Reset Your Forgotten Password

[See previous W5 version guide](#)

PURPOSE

This document explains the procedures for resetting your forgotten password.
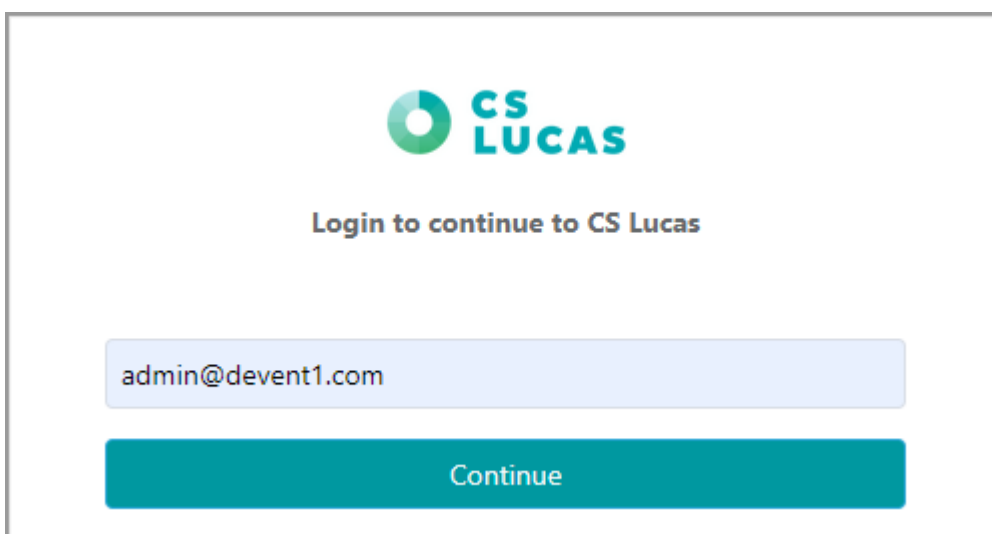
WHY IS THIS IMPORTANT?

If you forgot your password, you can easily reset it using the forgot password link on the login page. All you need is your username.
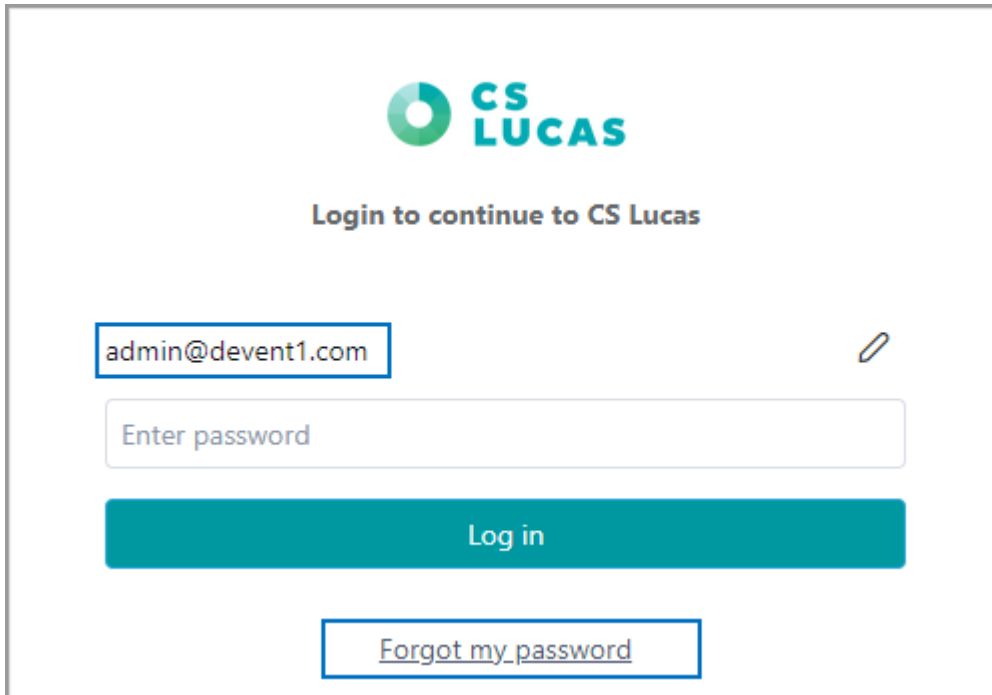
PROCEDURE

1. On the login page, enter your username and click Continue.

2. Then, click **Forgot my password**. An email containing instructions to reset your password will be sent to the address specified in User Set Up.
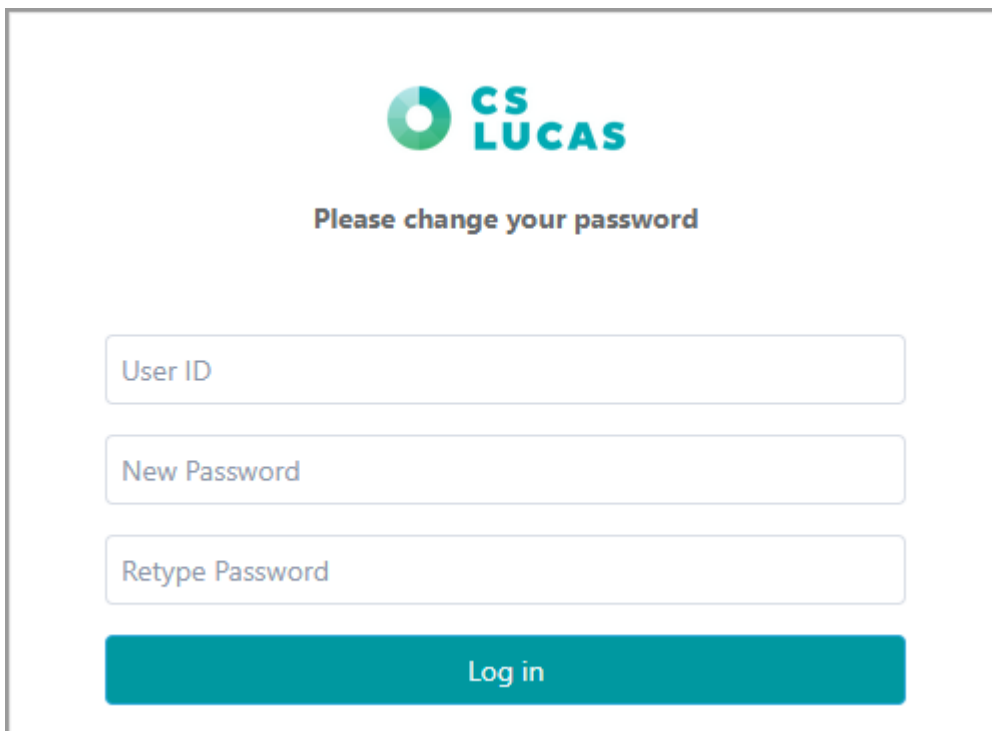
Note: Username is case sensitive as per set up in the system.

3. Click the link provided in the email instruction. The link in the email can be used only once, and expires after 10 minutes.

4. On the change your password page, enter your user ID and key in a new password. Retype your new password. Then, click **Log in**.

FREQUENTLY ASKED QUESTIONS

FAQ01. I did not receive email to reset password after clicking "Forgot Password?" link on the login page.

If you are using Internet Explorer and has tight security settings, please [check this guide](#) for instructions to add the CS Lucas system URL to trusted sites.

RELATED INFORMATION

[Add Site to Trusted Sites in Internet Explorer](#)

CHANGE HISTORY

Date	By	Changes
26-Jan-2016	TS	Created.
7-Jun-2016	Douglas	Proofread.
25-Nov-2019	Lyra	Updated screenshots.
17-Feb-2020	TS	Updated instruction for step 1.
13-Jun-2023	TS	Updated to W6 instructions and screenshots.