

As part of our new updated security policy we are asking all of our users to **change their password to a more secure version**. This should **only take you a few moments** to do **following the simple instructions below**.

Once you have **read over the instructions** on the screen, just click on the **'Send me instructions' button**.

Home About Contact Request Preview / Apply

Competent Adviser™  
maintaining competence, enhancing knowledge

Testing Learning Reporting CPD Monitoring Training Happy Clients

## Check Password Policy

As part of our new updated security policy we are asking all of our users to change their password to a more secure version. This should only take you a few moments.

To get started simply click on the 'Send me instructions' button below and you will then receive a 'reset your password' link email telling you what to do next.

- Your Password cannot contain your **username or full name**.
- Your Password must be at least **15 characters** in length.
- Your Password must contain characters from **at least three** of the following four categories:
  - English uppercase alphabet characters (**A-Z**)
  - English lowercase alphabet characters (**a-z**)
  - Base 10 digits (**0-9**)
  - Non-alphanumeric characters (**for example :!\$#%**)

The email will be sent from the following address **ca-no-reply@competentadviser.com** If you do not receive the email, please check that emails from the above address are not being blocked by your system.

If you do not receive an email from us within the next few minutes please check your spam folder. Any problems, just give our Help Desk a ring on 0845 308 8323.

[Send me instructions](#)

### Login

Username

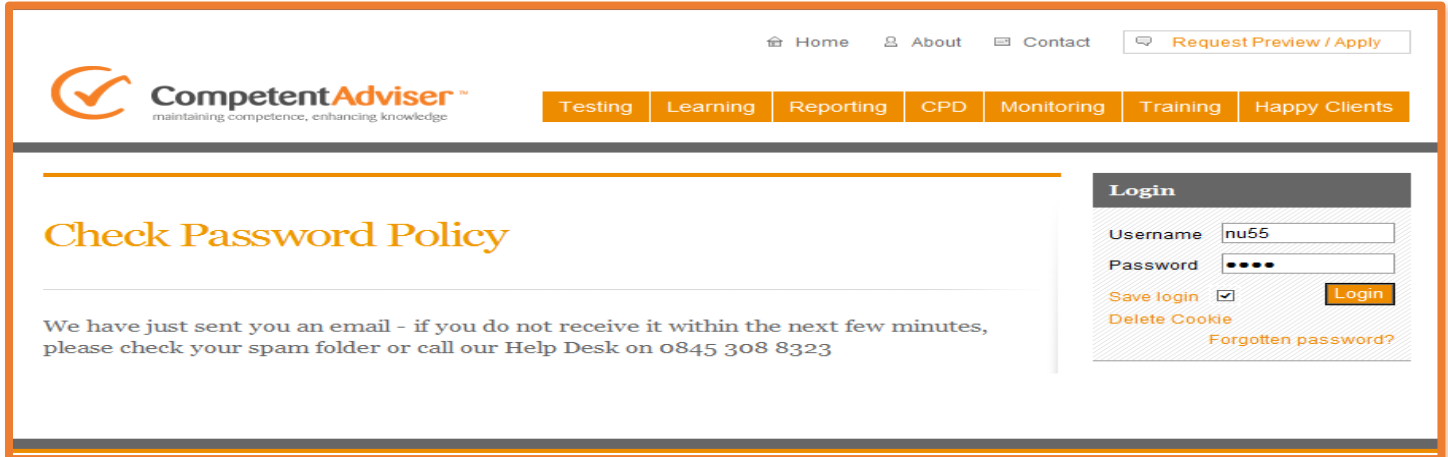
Password

Save login

[Delete Cookie](#) [Forgotten password?](#)

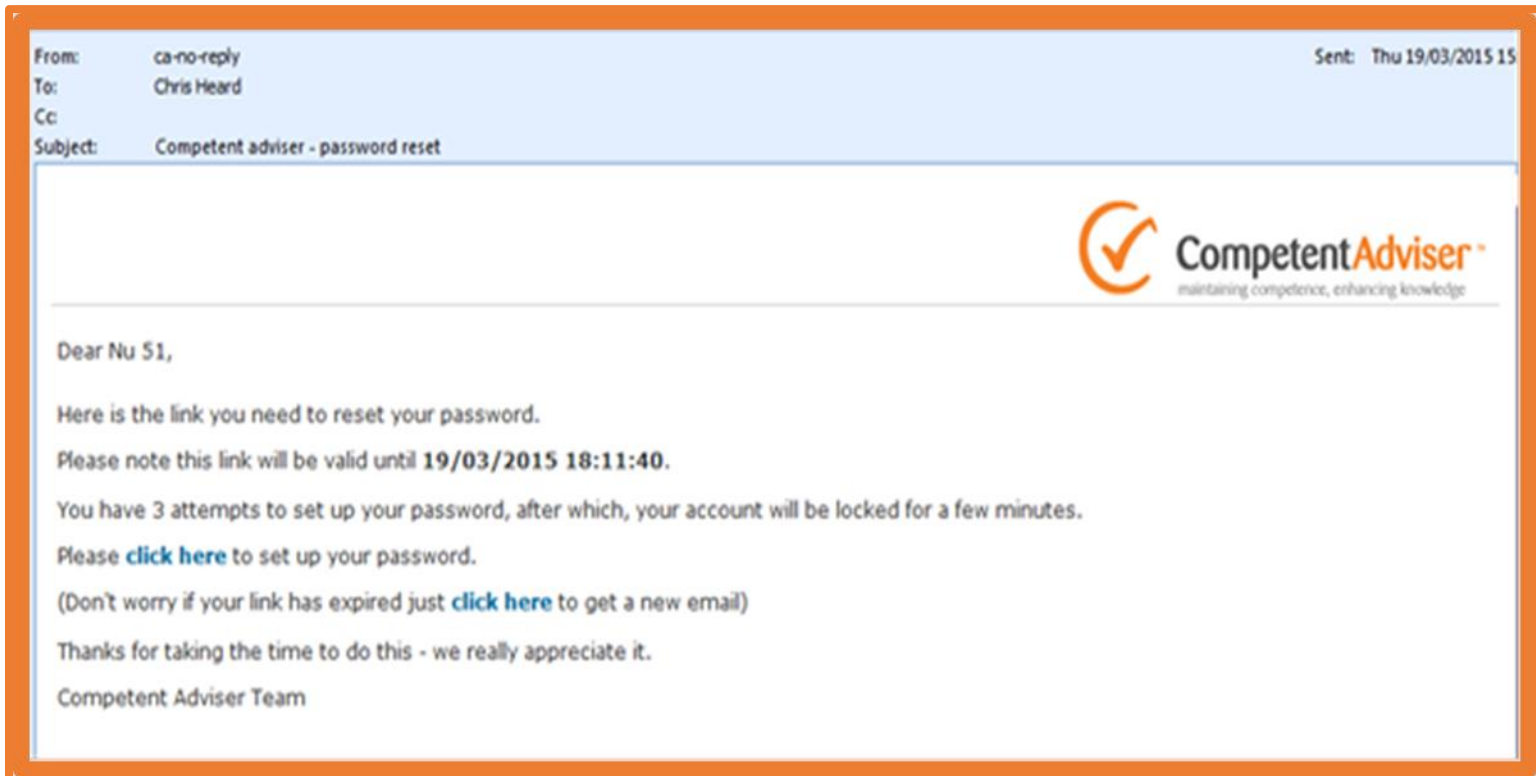
[Login](#)

You will then **receive notification** that we have **sent you an email** with a **link to create your new password**.



The screenshot shows the Competent Adviser website. At the top, there is a navigation bar with links for Home, About, Contact, and a 'Request Preview / Apply' button. Below the navigation bar is a menu with categories: Testing, Learning, Reporting, CPD, Monitoring, Training, and Happy Clients. The main content area features a section titled 'Check Password Policy' with the text: 'We have just sent you an email - if you do not receive it within the next few minutes, please check your spam folder or call our Help Desk on 0845 308 8323'. To the right of this section is a 'Login' form with fields for Username (nu55) and Password (masked with dots), a 'Save login' checkbox, a 'Login' button, and links for 'Delete Cookie' and 'Forgotten password?'.

If this **email does not arrive within a few minutes** please **check your spam folder**. Any problems please call our **Help Desk on 0845 308 8323**



The screenshot shows an email notification from Competent Adviser. The header includes 'From: ca-no-reply', 'To: Chris Heard', 'Cc:', 'Subject: Competent adviser - password reset', and 'Sent: Thu 19/03/2015 15:00'. The main body of the email contains the following text: 'Dear Nu 51, Here is the link you need to reset your password. Please note this link will be valid until 19/03/2015 18:11:40. You have 3 attempts to set up your password, after which, your account will be locked for a few minutes. Please [click here](#) to set up your password. (Don't worry if your link has expired just [click here](#) to get a new email) Thanks for taking the time to do this - we really appreciate it. Competent Adviser Team'. The Competent Adviser logo is visible in the top right corner of the email content.

Once you have **received your reset password email**, simply click on '**Click here**' to begin the process.

**Don't forget to make sure** you have **your current password to hand** as you will **need it to get started**. If you **don't know your password**, contact your **Company Administrator** or **call our Help Desk**.



## Reset your password

Before you start - important things you need to know

- ❑ Your password cannot contain your **username or full name**.
- ❑ Your password must be at least **15 characters** in length.
- ❑ Your password must contain characters from **at least three** of the following four categories:
  - ❑ English uppercase alphabet characters (**A-Z**)
  - ❑ English lowercase alphabet characters (**a-z**)
  - ❑ Base 10 digits (**0-9**)
  - ❑ Non-alphanumeric characters (**for example :!\$#%**)

And finally - just before you type in your password - do a final check that it meets the above policy and even more importantly, **write it down** to help you remember it for later (don't forget to store it in a safe place).

When you are ready, enter your details, confirm you are not a robot (If) and click on the Reset Password button.

Username:

Current password:

New password:

Retype new password:

**Reset Password**

### Login

Username

Password

Save login

**Login**

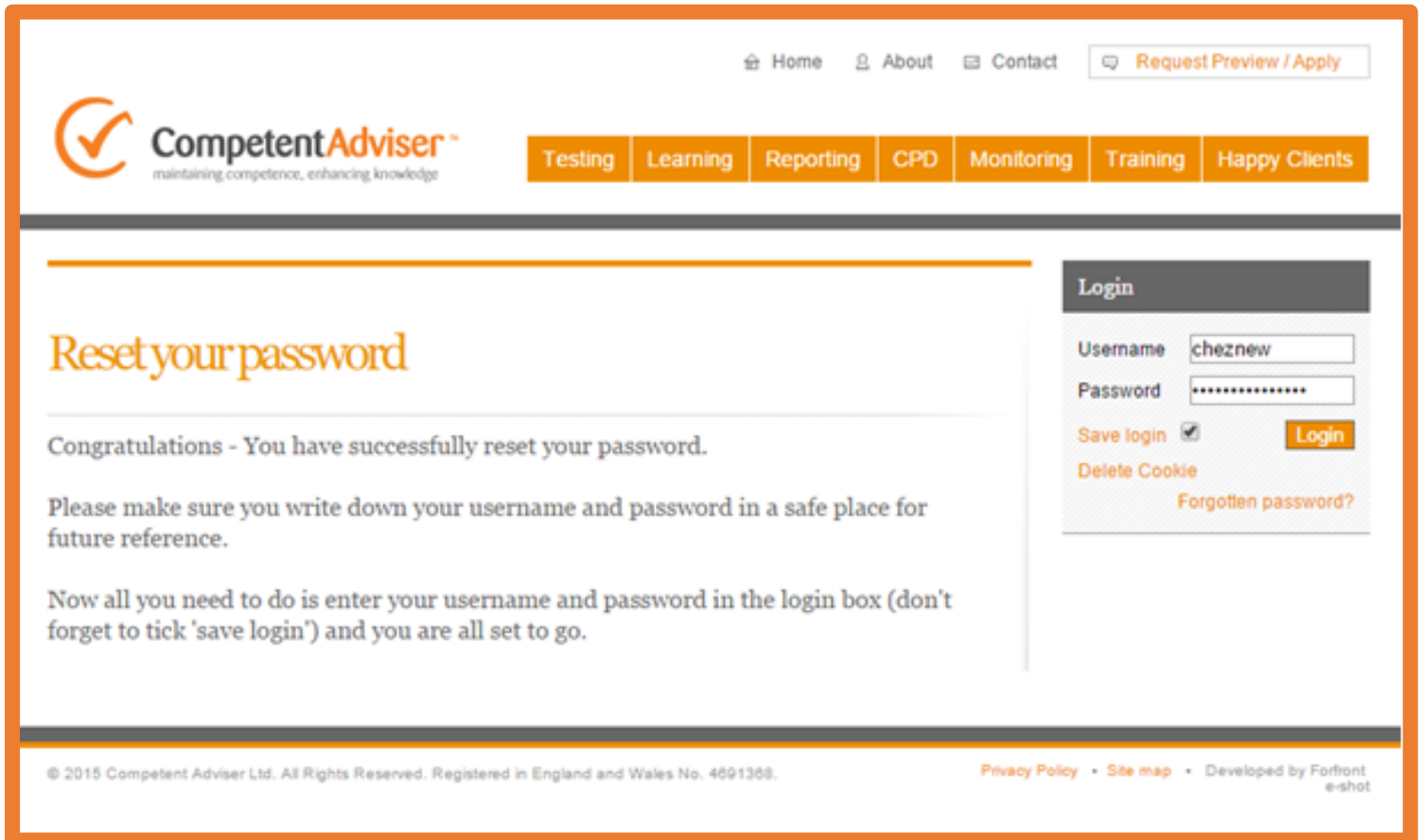
[Delete Cookie](#)

[Forgotten password?](#)

Once you have **read through the instructions**, simply **enter the details required** and **click on the Reset Password button**.

Once you have **successfully reset your password** you will **receive the following notification**.

Now all you need to do is **enter your username and password in the log in box** and **you are all set to go**.



The screenshot shows the Competent Adviser website interface. At the top, there is a navigation bar with links for Home, About, and Contact, along with a 'Request Preview / Apply' button. Below the navigation bar is a horizontal menu with buttons for Testing, Learning, Reporting, CPD, Monitoring, Training, and Happy Clients. The main content area features a large heading 'Reset your password' and a message: 'Congratulations - You have successfully reset your password. Please make sure you write down your username and password in a safe place for future reference. Now all you need to do is enter your username and password in the login box (don't forget to tick 'save login') and you are all set to go.' To the right of this message is a 'Login' form with fields for Username (containing 'cheznew') and Password (masked with dots), a 'Save login' checkbox (checked), a 'Login' button, a 'Delete Cookie' link, and a 'Forgotten password?' link. The footer contains copyright information: '© 2015 Competent Adviser Ltd. All Rights Reserved. Registered in England and Wales No. 4601368.' and links for 'Privacy Policy', 'Site map', and 'Developed by Forfront e-shot'.