


## How to Reset your Password in Assemble



1. Click 'Forgot password?' on the bottom right of the login screen:



Sign in to Butterfly Conservation

Email address:

Password:

[Sign in](#)

[Have a signup code?](#) [Forgot password?](#)

2. Enter the email address you **normally use** to log in. If you don't receive an email to the address you've entered, and you think you've used another email previously, try that one too.



## Forgot your password?

Enter your email address for a password reset.

Email address

Request Reset

[Need help resetting your password?](#)

3. You'll then receive an email with a link to **reset your password**. Follow the link.
4. Choose a new password. The password should be at least 8 characters long and contain:
  - a. At least one uppercase character
  - b. At least one lowercase character
  - c. At least one number

Three screenshots of the 'Set a new password' form. The first screenshot shows the form with empty fields and a 'Set password' button that is disabled. The second screenshot shows the form with 'test@me.com' in the email field and a password field with 8 dots. A red error message states 'Your password cannot be on the list of most common passwords'. The 'Set password' button remains disabled. The third screenshot shows the form with the same email and password. The password field now has a green progress bar, and the 'Set password' button is enabled and highlighted in blue. All three screenshots include a 'High contrast' toggle switch at the bottom right.

5. You'll be asked to choose how you want to confirm your email address - it's up to you, but we suggest ticking 'trust this computer' and asking for a 6 digit code to be sent to your email - you should only have to do this once if you tick the 'trust this computer' box

If you continue to experience any problems with logging in please get in touch with your staff Key Contact, or email [volunteering@butterfly-conservation.org](mailto:volunteering@butterfly-conservation.org). We will confirm which email address Butterfly Conservation holds for you, help talk you through the password reset process, or generate a temporary password for you.