


Forgotten your password

If you have forgotten your password, click on the 'Forgotten your user details' link below the log in options.



The screenshot shows the login interface for the Church of England Pensions Board. It features a dark teal background with the organization's logo and name. There are input fields for 'Username' and 'Password', a 'Sign in' button, and a link labeled 'Forgotten your user details?' which is highlighted with a red rectangular box.

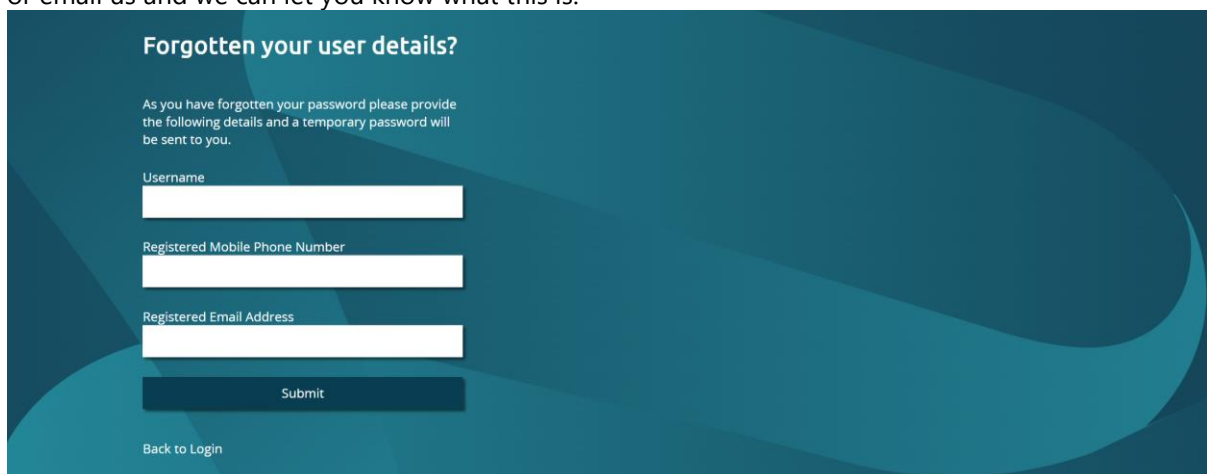
From the drop-down list **select Password** and then **click on Submit**.



This screenshot shows the 'Forgotten your user details?' page. It has a dark teal background with the title 'Forgotten your user details?' at the top. Below the title is a dropdown menu labeled 'I have forgotten my' with 'Password' selected. There is a 'Submit' button and a 'Back to Login' link at the bottom.

Next, add your **Username, phone number and email address** to the relevant fields.

If you cannot remember your Username, please stop and follow the '**forgotten your username route**'. If you are not sure which phone number and/or email address you used to register, please call or email us and we can let you know what this is.



This screenshot shows the 'Forgotten your user details?' page with the following text: 'As you have forgotten your password please provide the following details and a temporary password will be sent to you.' Below this are three input fields: 'Username', 'Registered Mobile Phone Number', and 'Registered Email Address'. There is a 'Submit' button and a 'Back to Login' link at the bottom.

Once you click submit, you will be asked to provide the **answer to the security question** you set when you registered for Employer Hub.

Forgotten your user details?

Please answer your security question

What is your mother's maiden name?

Submit

[Back to Login](#)

We will then send you a One Time Code to the **email address you registered with**. The One Time Code **will be valid for 10 minutes**. If you do not receive the email **check your junk/spam folder** before contacting us.

Forgotten your user details?

Please enter the one time code which we have sent as an email to your registered email address. If you do not receive a code within ten minutes, please check your spam before contacting us.

Enter One Time Code

Submit

[Back to Login](#)

The system will ask you to set and confirm a new password. The password must be a minimum of 10 characters long, contain at least one uppercase letter, one lowercase letter, one number and one special character @£!%*?&^;#.-

Forgotten your user details?

New Password

Retype New Password

Submit

[Back to Login](#)

Once you have successfully changed your password you will be asked to log in using this new password.

Forgotten your user details?

Your password has been changed. Please log in from the front page, using the new password.

OK

[Back to Login](#)