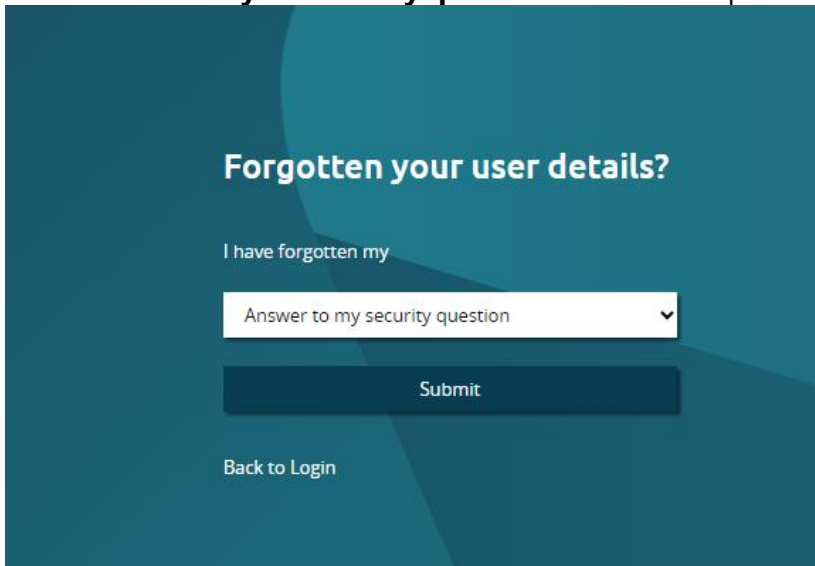


Forgotten your Security Answer

If you have forgotten the answer to your security question, click on the **'Forgotten your user details'** link below the log in options.



Select **'answer to your security question'** from the drop down menu and click **submit**.



You will be asked to provide us with your **username, surname and date of birth** then click **submit**.

Forgotten your user details?

As you have forgotten your security details please submit the following details and a temporary security code will be provided.

Username Username is mandatory.

Surname

Date of Birth

Submit

[Back to Login](#)

We will **email you a temporary security answer to your registered email address**. If you have not received this within 10 minutes, then **please check your spam/junk folder**. If you have still not received the email, then please get in touch with us.

Forgotten your user details?

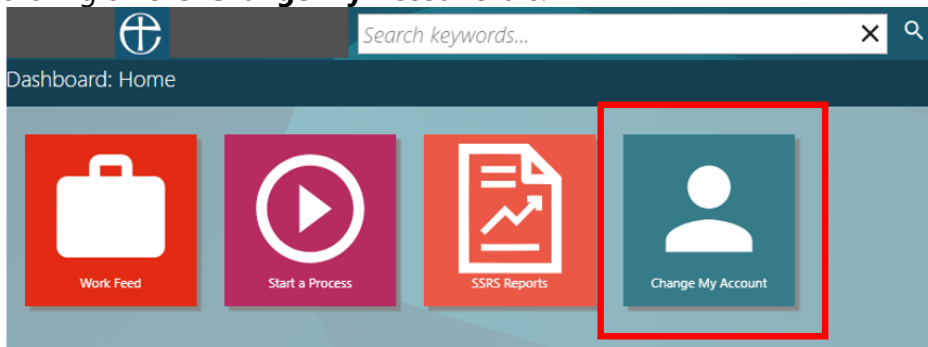
A temporary security answer will be sent to your registered Email address.

Complete

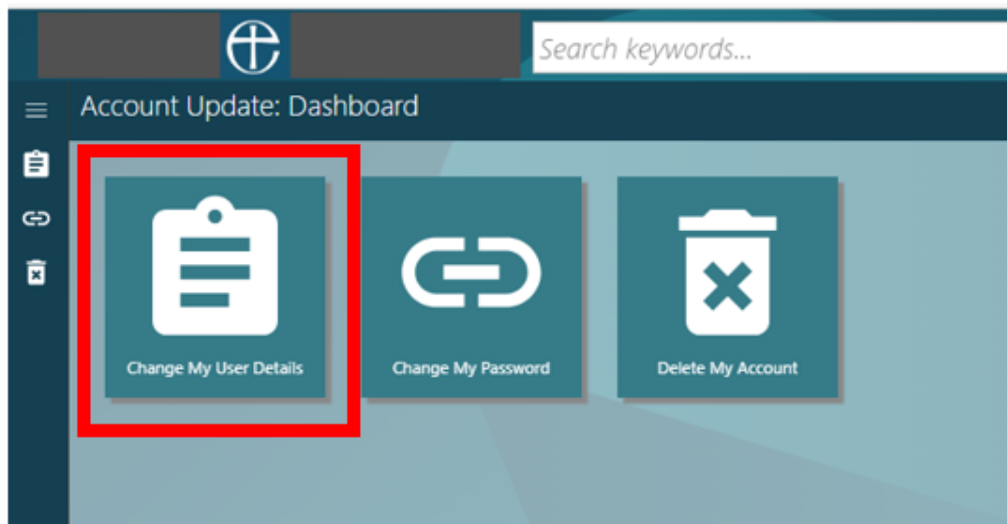
[Back to Login](#)

Your security answer **will stay as the temporary answer until you change it.** To change your security question and answer, **you will need to log into your Hub account.**

Once you have logged back into HUB, you can reset your security question and answer by clicking on **the 'Change My Account' tile.**



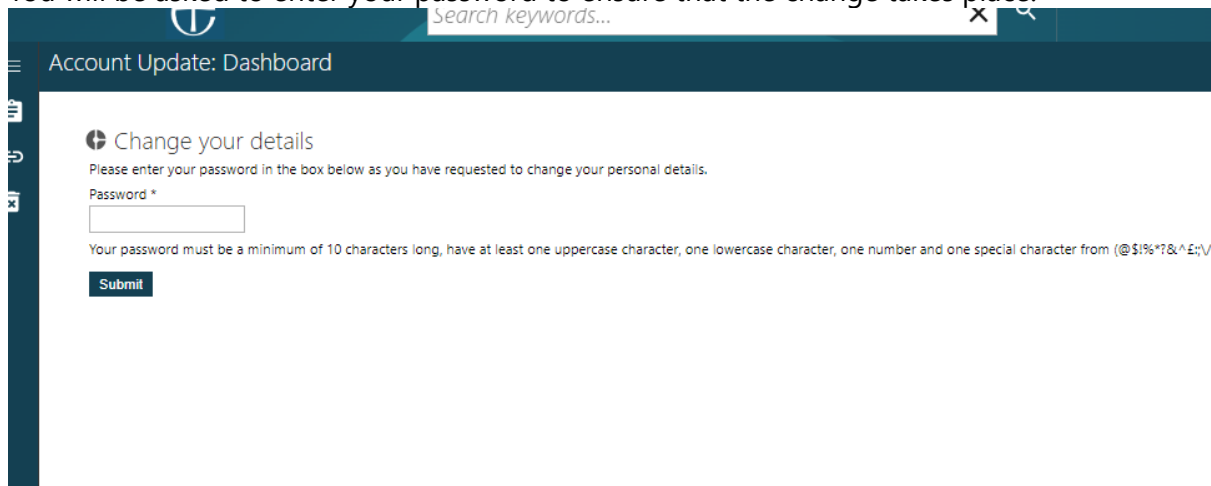
Select **'Change my User Details' tile**



You will then choose **'I want to change my security question and answer'** option to **Yes** and will be given the option to choose your new security question and supply an answer. Once you are happy with your question and answer, **click submit.**

A screenshot of the 'Change your details' form. The form is titled 'Change your details' and has a dark blue sidebar on the left. The form contains several sections with radio button options: 'I want to change my email address:', 'I want to change my phone numbers:', 'I want to change my personal details:', 'I want to change my security question and answer:', and 'I want to change my username:'. The 'I want to change my security question and answer:' section is selected as 'Yes'. Below this section, there is a 'Security Question: *' dropdown menu with 'Please Select' as the current selection, and a 'Security Answer: *' text input field. A red box highlights the 'Security Question: *' dropdown menu. At the bottom of the form, there is a 'Submit' button.

You will be asked to enter your password to ensure that the change takes place.



The screenshot shows a web interface for account management. At the top, there is a search bar with the placeholder text "Search keywords...". Below this is a dark blue header bar with the text "Account Update: Dashboard". On the left side, there is a vertical navigation menu with several icons. The main content area is titled "Change your details" and includes a sub-header "Please enter your password in the box below as you have requested to change your personal details." Below this is a label "Password *" followed by a text input field. Underneath the input field, there is a password strength requirement: "Your password must be a minimum of 10 characters long, have at least one uppercase character, one lowercase character, one number and one special character from (@!%*?&^£;V". At the bottom of the form is a "Submit" button.