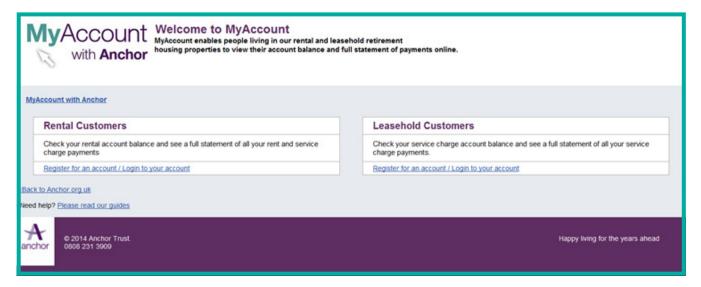![anchor]

MyAccount
password reset

How to reset your **My**Account **password**

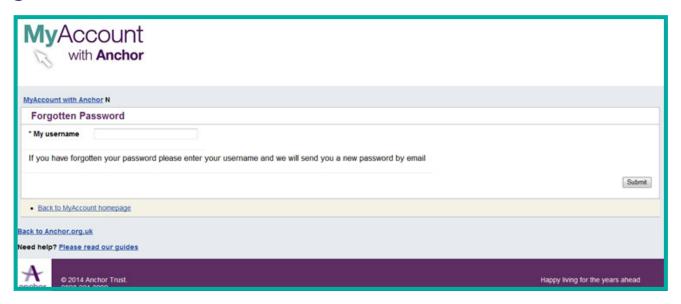**1** From the Main Menu click "Register for an account / Login to your account".

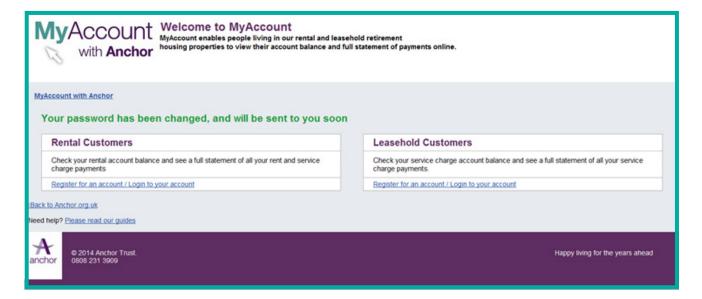**2** Click "Forgotten your password?".

3 Enter your username in the *My username field.

4 You will now receive an email with your new password.

MyAccount **security**

Anchor takes the security of all customer information extremely seriously. In order to protect the security of personal data held within **My**Account, the system closes if you're logged in but haven't used it for 10 minutes or more.

Should you forget your password, this can be reset and reissued automatically by clicking on the Forgotten your password? link on the log in screen.

The password will be reset automatically and an email will be issued to your registered email address containing these revised details. If you do not receive an email or if you have forgotten your username contact the Anchor Customer Centre on **0800 731 2020**. You will be asked a number of security questions to confirm your identity, ensuring we only pass information to the correct customer.

Accessing My Account **from a shared computer**

If the computer used to access your account information is used by other people (for example a computer in a public library), it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click the **Log off** button in the top right of the **My**Account web page and then close the current web session, and ideally delete your browsing history.

Further information

Should you have any questions about registering, accessing or using **My**Account please call us on **00800 731 2020** Monday to Friday, 9am to 5pm or email us at contact@anchor.org.uk