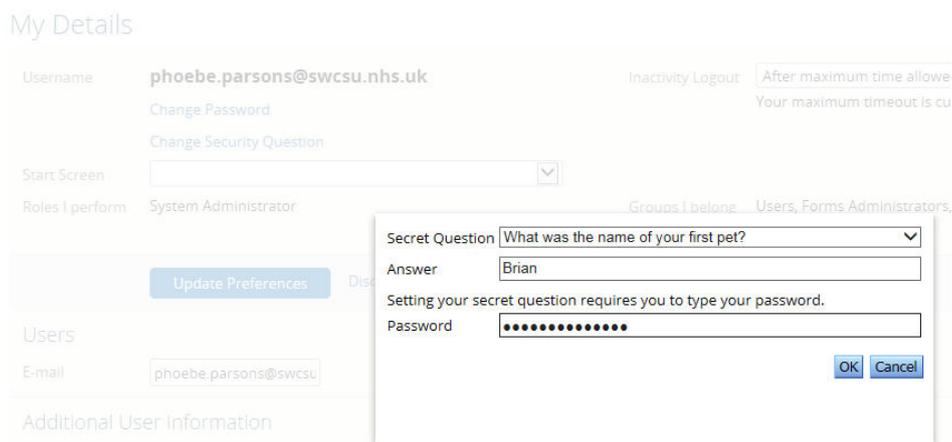# Using the Self Service Password Reset

When you log in to the Connecting Care portal for the first time you will be prompted to set a security question. This allows you to reset your password in the future if you have forgotten it.

You can change your Security Question within the My Details screen in Connecting Care -

- Select **Change Security Question** which is under Change Password

- A pop up box will then allow you to set a Secret Question and answer, you will need to re-enter your password at this stage.

- When you have entered these details you will then need to select OK, and then **Update Preferences**

The next time you log on and have forgotten your password you can use the '**Forgotten Password?**' link on the log in screen. Once you have entered your user id an email will be sent to you with a link to follow, from there you will be able to answer your security question and reset you password.

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