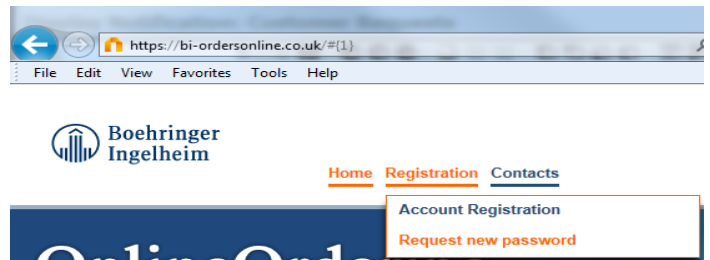
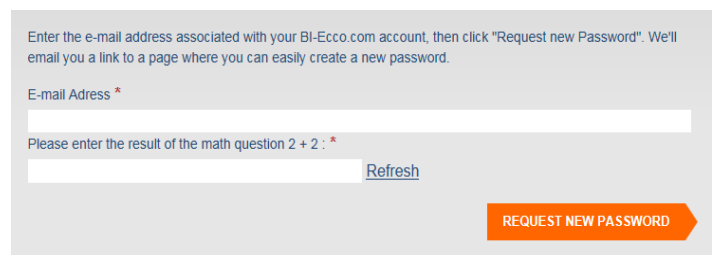


# Request New Password:

**1.** Click the registration icon then select "Request new password"



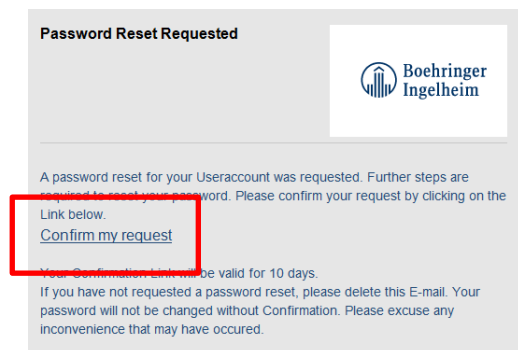
**2.** Enter your email address associated with your bi-ordersonline account. Also enter the answer to the maths equation.

A screenshot of the password reset request form. It contains two input fields: 'E-mail Address \*' and 'Please enter the result of the math question 2 + 2 : \*'. A 'Refresh' button is located to the right of the second field. An orange arrow-shaped button labeled 'REQUEST NEW PASSWORD' is positioned at the bottom right.

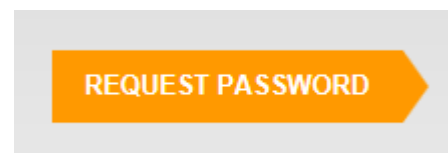
**3.** Now click "Request new password"



**4.** You should now receive an email to confirm your request. Open the email, click on the link on the "Confirm my request".



**5.** The link will take you to bi-ordersonline. To complete the request click "Request password"



**6.** You will now receive an email containing your new password. We advise that you change your password once logged in under the app "My Account"

