Requesting a new password

Using the Healthwatch CiviCRM

About this resource

To access your CiviCRM you need a username and password. It is important that your password remains secure, and we encourage you to update this regularly to help ensure your data remains secure.
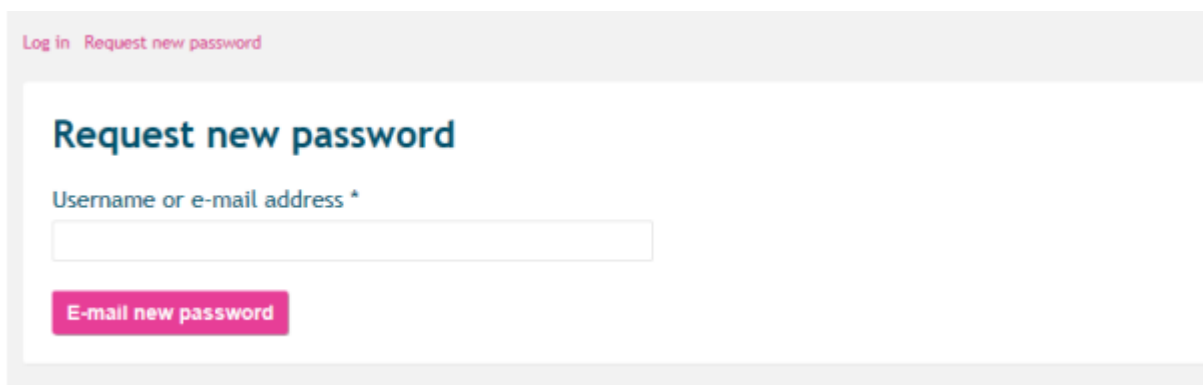
This resource explains how to regain access to your CiviCRM if you have forgotten your password.

Requesting a new password

If you have forgotten your password, you can go to your CRM homepage where there is a link to request a new password:

After clicking this link, you will then be taken to a new screen.

Enter the email address your account is registered under (it should be your healthwatch address) and click on the **E-mail new password** button.

You will then be sent an automated email from your CRM with a link to reset your password.