

How do I reset my password?

Should you forget your password you can reset this via the main login screen. Enter your Email Address then click on the [I've forgotten my password](#) link.

Email Address

Password

[I've forgotten my password](#)

Log in

The Forgotten password page will appear where you can reset your password. Your email address will be displayed, enter your date of birth and then select your secret question and enter your secret answer then click **Next**.

Forgotten password

Please enter the following details so we can reset your password

An asterisk * denotes a mandatory field
Please complete the form below and click the next button

Enter email address *

Enter date of birth *

Day	Month	Year
01	01	1921

Secret question *

You must select the correct question

Secret answer *

Back **Next**

You should then see confirmation that an email has been sent containing a link to reset your password.

Forgotten password

Email sent

An email has been sent to your registered account address. Follow the link in this email to reset your password and log into the portal

Check your email account for an email from noreplyonlinepayments@haringey.gov.uk, it should look like the example below.

Dear

A forgotten password request has been received for your Haringey Online Payment account. If you did not request this, please ignore this email.

To log in to your account, please visit this URL within the next 720 minutes:

https://www.civicaepay.co.uk/HaringeyEstoreTest/estore/default/Account/ResetPassword/9709412c-58c7-4f20-981c-d47bc9ed606e-507500-05d57cf3b8555515941a58f605d5caeb?email=g____e@haringey.gov.uk

Or paste the above URL into your browser. You will be then be asked to change your password to a more memorable one prior to login. Please do not reply to this email as the account is not monitored. If you need to contact us please email us at PCIComplianceandE-payments@haringey.gov.uk

Best Regards

Portal administration

If you cannot see the email then check your spam/junk email folders in case it in there.

Simply click on the link which will open the Portal Change Password Page where you can enter a new password, confirm that password then click on **Change password**.

The following message will appear if successful, click **Login** this will take you back to the main Login Page where you can re-enter your email address and new password.

Change password

An asterisk * denotes a mandatory field
Please complete the form and click the next button

Email

Password *

Confirm password *








Cancel **Change password**

Password Reset Success

Your password has been successfully reset. Click on the link below to login.

Login

You can also change your password at any time within the payment portal from several places.



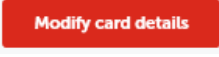


- Via the 3 dots just to the right of the basket icon  from the drop-down list select  and click on the  link, then enter your current Password, New password and Confirm Password and click  to change your current password.
- Via the 3 dots just to the right of the basket icon  from the drop-down list select  then enter your current Password, New password and Confirm Password and click  to change your current password.

Account Details

You can enter or update your registered account details from the 3 dots just to the right of the basket icon

 from the drop-down list select . This will open a screen with three pages:

- **Account details** which contains your name and email address, your security details i.e. D.O.B, secret question and answer and email preferences which are set by default to No for Global and Personal messages.
- **Contact Details** which contains your address and phone numbers.
- **Registered Cards** which contains any Debit or Credit cards you have registered.

To change any details on any of these pages click on the  button at the bottom of each page, make any required changes, then click  to save those changes. On the Registered Cards page, you can click  or  against any registered card or you can click  to add a new card.

