



## SESI system help

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### I requested a password reset or username reminder but have not received an email

- Check your SPAM/junk folder.
- If you have multiple email accounts, check you are looking in the Inbox or SPAM/junk folders of the email account that you use for SESI.

### When I try to log in, I get the following message:

Warning

Username and password do not match or you do not have an account yet.

- You may have mistyped your username. Check the registration email with your login credentials which you received from the system. Note that your username is not your email address or business name. You can request a username reminder via the 'Forgot username' option on the Stockist menu.
- You may have mistyped the password. Try copy and pasting the password from the registration email rather than typing it in. If you have to type it in, check that, for example, you are not accidentally typing a number '1' where a letter 'l' is required.
- If you have multiple devices (eg a computer and a phone), try logging in on an alternative device.

### When I try to reset my password I get the following message: *'Your password reset confirmation failed because the verification code was invalid. User not found.'*

- Either you have mistyped the verification code or you have entered an incorrect username.
- Copy and paste the verification code to avoid typos.
- Check that the username is correct – you can request a username reminder via the 'Forgot username' option on the Stockist menu. Note that the username is not your email address and is not the same as your company or business name.

### SESI has registered me as a Stockist but I have not received an email with the username and password

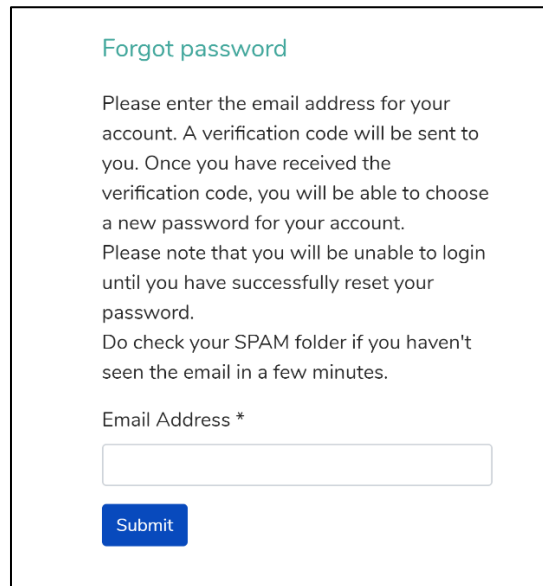
- Check your SPAM/junk folder.
- If you have multiple email accounts, check you are looking in the Inbox or SPAM/junk folders of the email account that you use for SESI.

## How do I reset my password?

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On the SESI website (sesi.org.uk) Stockist menu, [click 'Forgot password'](#).

This screen appears:



**Forgot password**

Please enter the email address for your account. A verification code will be sent to you. Once you have received the verification code, you will be able to choose a new password for your account. Please note that you will be unable to login until you have successfully reset your password. Do check your SPAM folder if you haven't seen the email in a few minutes.

Email Address \*

[Submit](#)

[Enter your email address in the box.](#)

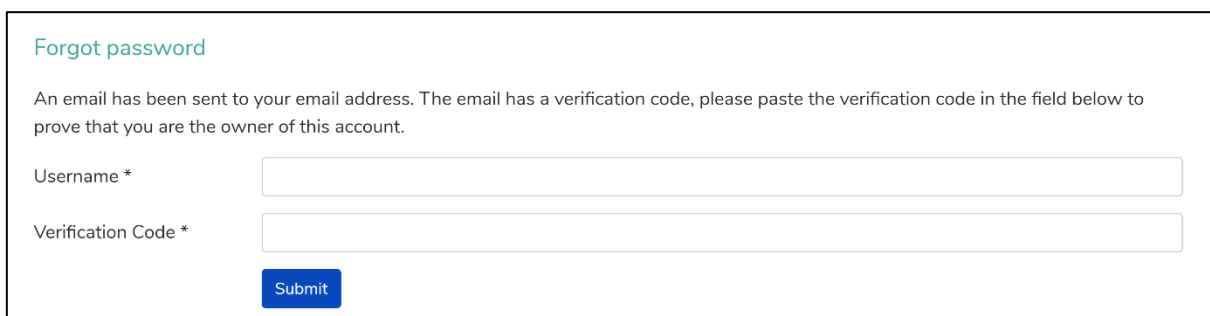
[Click the 'Submit' button.](#)

An email will be sent to your account email address. It contains a verification code and a link to verify who you are on the system.

The screen that appears next depends on whether or not you are logged into the system.

### 1 Not logged in to the system

If you are not logged in, the following screen appears:



**Forgot password**

An email has been sent to your email address. The email has a verification code, please paste the verification code in the field below to prove that you are the owner of this account.

Username \*

Verification Code \*

[Submit](#)

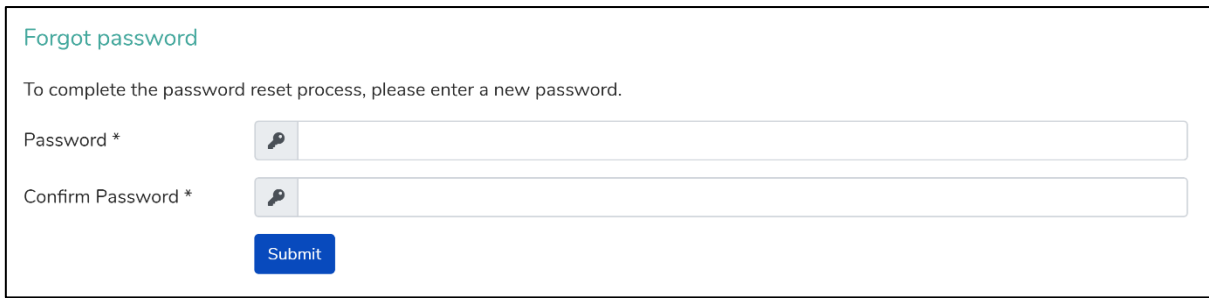
If you do not receive an email in your Inbox, check your SPAM/junk folder.

[Copy and paste the verification code into the 'Verification Code' box.](#) Alternatively, click the link in the email which will take you to this screen with the box prefilled with the new code.

[Type your username in the 'Username' box.](#) Note that this is **NOT** your email address. If you have forgotten your username, refer to the section below - 'How do I find out my username?'

[Click 'Submit'.](#)

The following screen appears:



Forgot password

To complete the password reset process, please enter a new password.

Password \*

Confirm Password \*

Submit

Enter your new password, and then confirm it in the second box.

Click 'Submit'.

The following message appears.



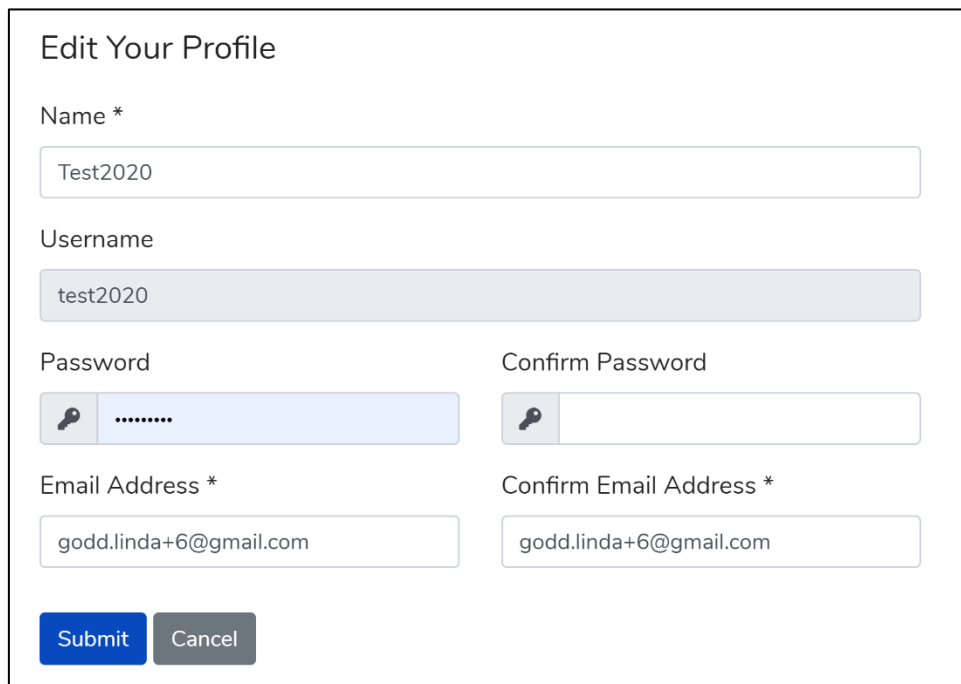
Message

Reset password successful. You may now login to the site.

Login in with your new password.

## 2 Logged in to the system

If you are logged on, clicking on the link in the email will take you directly to this screen:



Edit Your Profile

Name \*

Test2020

Username

test2020

Password

Confirm Password

Email Address \*

Confirm Email Address \*

godd.linda+6@gmail.com

godd.linda+6@gmail.com

Submit Cancel

Enter your new password, and then confirm it.

Click 'Submit'.

## IMPORTANT

When you request a password reset, your account becomes temporarily inactive and you may not be able log in until you have completed the reset process. If you have not received an email with the verification code in your Inbox, check your SPAM/junk folder.

## How do I find out my username?

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On the Stockist menu, click **'Forgot username'**.

This screen appears:

### Username reminder

Please enter the email address associated with your User account. Your username will be emailed to the email address on file.

Email Address \*

Enter your email address in the box.

Click the **'Submit'** button.

This message appears on the screen:



An email will be sent to you with your username.

If you do not receive an email in your Inbox, check your SPAM/junk folder.

Click on the link, or navigate to the site in your browser, and log in.

