

LLOYD'S

Lloyds.com – Resetting your Password

February 2023

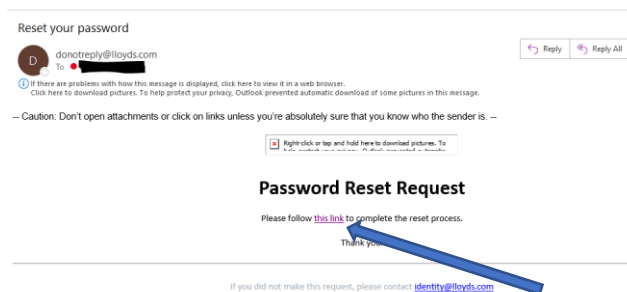
1. Forced Password Reset Process – (from 16/02/2022)

On **16/02/2022** Lloyd's will require all users with a Lloyds.com account to change their password. The password will need to be 15 characters and must be changed before you can access your applications. The process will flow as follows:

- Open the Lloyd's application page as normal or visit Lloyd's.com and start the Login process.
- You will be prompted with the screen below where you will need to enter your current username and password.

The diagram illustrates the login process flow. It consists of two main screens, each featuring the LLOYD'S logo at the top. The first screen is for entering the username, with a text input field labeled 'Username' containing the placeholder 'Enter your username' and a blue 'NEXT' button below it. Below the button are links for 'Register' and 'For help logging in click here'. A blue arrow points from this screen to the second screen, which is for entering the password. The second screen has a text input field labeled 'Password' containing the placeholder 'Enter your password' and a blue 'LOG IN' button below it. Below the button are links for 'Back to username', 'Reset your password', and 'For help logging in click here'.

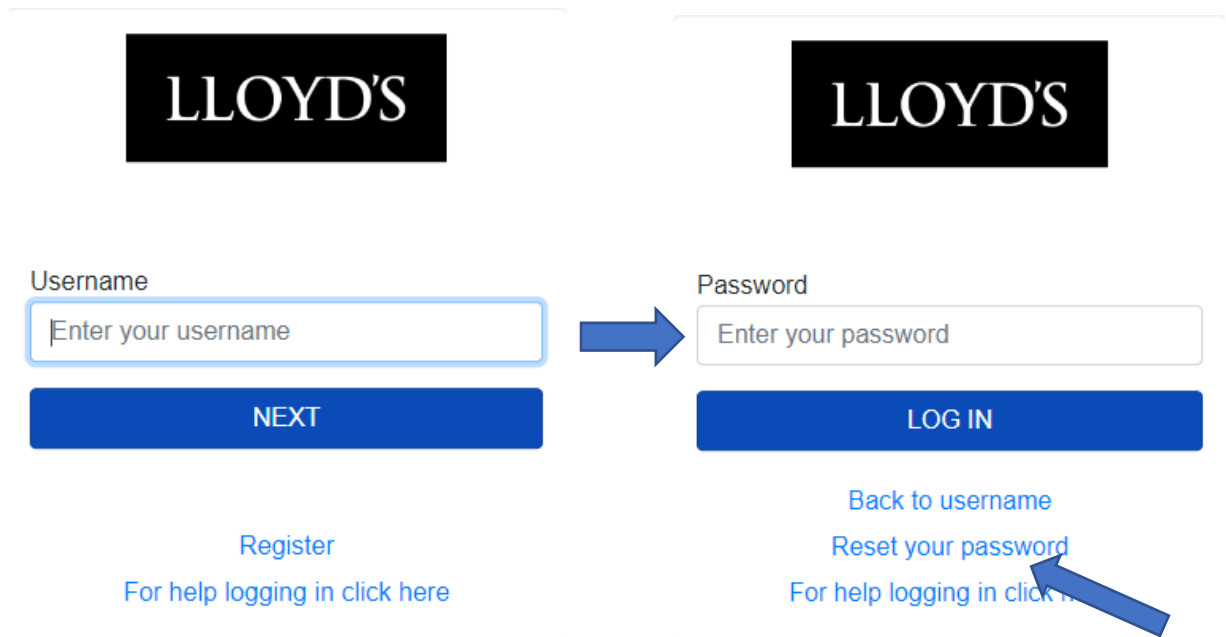
- You will then be **redirected** to the password reset page and sent a password reset email.
- Click the link in the email to reset the password. You will then be able to log in as normal.



2. Standard Password Reset Process

This process details the steps needed to be taken if you need to reset your password following the forced process above if you are still experiencing issues or have forgotten your password.

- Go to your Lloyd's application and enter your username and click on Next
- When the password screen appears click on the 'Reset your Password' link. This will send you a password reset link to the email address you are logging in with.
- Once this password reset is actioned you should be able to log into your application.



FAQ's

1. *Why have I not received a password reset email?*
 - a. If you **have** logged into Lloyds.com applications with the white login screens before:
 - i. Go to the password reset section above and action the password reset
 - ii. If you have done this and not received a password email, check your junk/spam folders or any rules set up in your email client
 - iii. Please also contact your IT department to ensure they are not blocking these emails (response address is '*donotreply@lloyds.com*')
 - b. If you **have not** logged into applications using the white login screens before and your business contact has confirmed they have given you access to a named application, you can try the following:
 - i. Go to secure.lloyds.com and login as normal. If you need to reset your password please follow the steps found on Page 3.
 - ii. Continue the logon process. If you then immediately receive a white login screen ignore it.
 - iii. Wait 30 mins then go to your application. Click on the reset your password link, and once you receive the link and action it you should be able to log in as normal.
 - c. For any other issues please contact your Lloyds representative or the Lloyds Helpdesk who should be able to assist.