

Resetting your password

With an email

- 1** Go to www.homeswapper.co.uk and click on the **Login** option
- 2** Click on '**Forgot your password**' underneath the boxes for your username and password
- 3** Type in the email address you used when you signed up for HomeSwapper and click **Submit**
- 4** You'll now get an email with a link that you can click on to reset your password – if you can't see this email, make sure you check your Junk folder!
- 5** When you've clicked this link you'll be taken to a page where you can create a new password. Type this in and click on **Reset**



With a username

- 1** Send an email to our Help Desk at **tenants@homeswapper.co.uk** asking them to reset your password
- 2** They'll reset your details for you, let you know what your registered email address is and give you a temporary password
- 3** Now go to **www.homeswapper.co.uk** and login with these new details, so that you can change your password to something more personal
- 4** Go to **My details** at the top of the page and then click on **My account**
- 5** Click on the **Change Password** option that's at the top of the screen. You'll need to type in the password that the Help Desk gave you, as well as the new password you'd like to use
- 6** Click on **Change Password** underneath and your new details will be saved

