

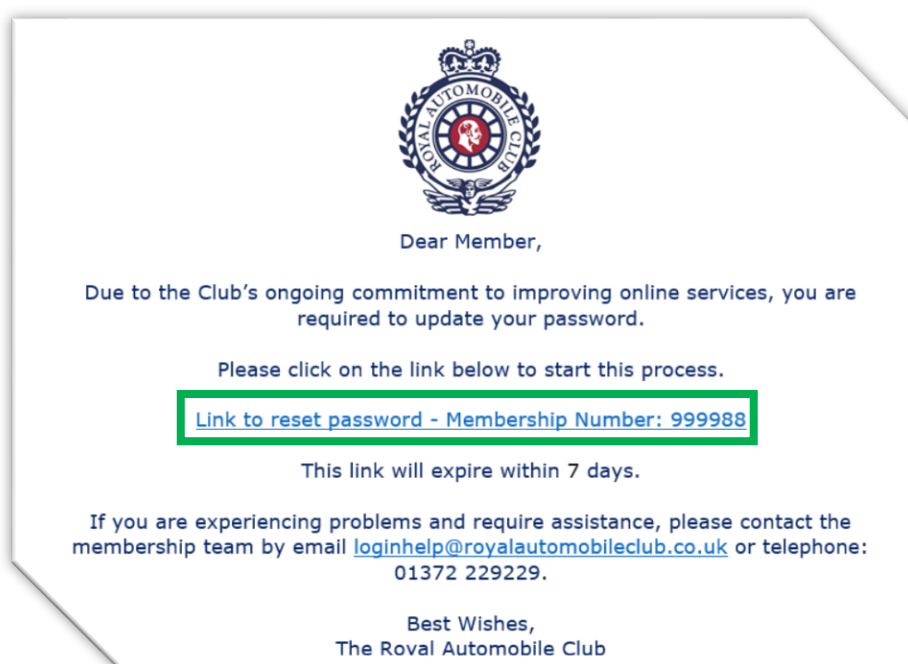


## Resetting Your Password for the Royal Automobile Club Website

This guide will help walk you through the steps required to reset your password.

You should have received the below email requesting you to reset your password. Simply click on the link in the email and skip to [Step 3](#) of this guide.

Example email:



If you did not receive the email, begin at [Step 1](#).

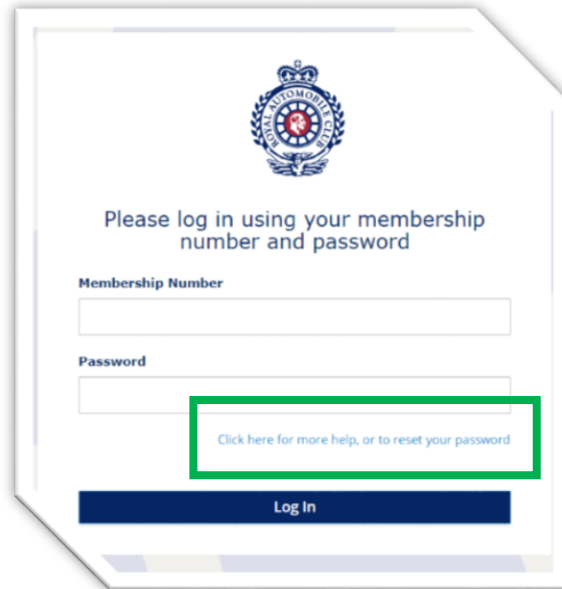
### Step 1 – Club Website

Navigate to the Club website (<https://www.royalautomobileclub.co.uk>) and click on the 'Member Login' button in the top left of the screen.



## Step 2 - Reset Password Link

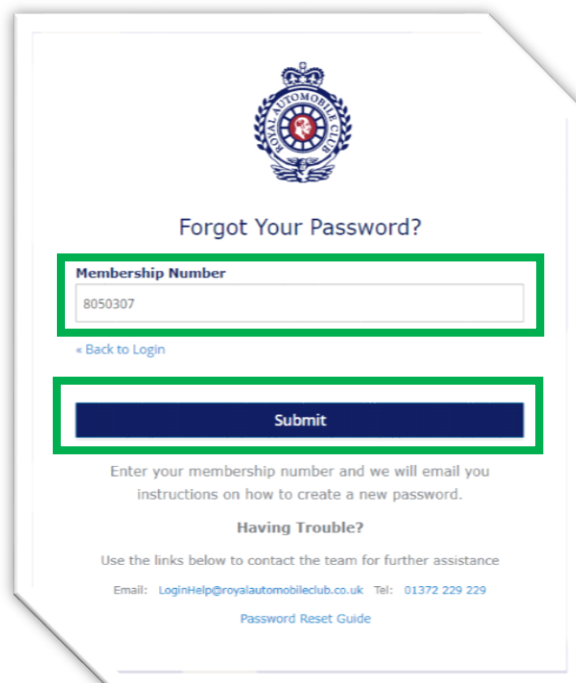
From the login page, click on the link 'Click here for more help, or to reset your password'.



The screenshot shows the login page for the Royal Automobile Club. At the top center is the club's crest. Below it, the text reads "Please log in using your membership number and password". There are two input fields: "Membership Number" and "Password". Below the "Password" field, a link "Click here for more help, or to reset your password" is highlighted with a green rectangular box. At the bottom of the form is a dark blue button labeled "Log In".

## Step 3 – Membership Number

Type your membership number without the prefix into the box and click submit. An email will be sent to your email address held on record by the Club.



The screenshot shows the "Forgot Your Password?" page. At the top center is the club's crest. Below it, the text reads "Forgot Your Password?". There is a "Membership Number" input field containing the number "8050307", which is highlighted with a green rectangular box. Below the input field is a link "← Back to Login". Below that is a dark blue "Submit" button, also highlighted with a green rectangular box. Below the button, the text reads "Enter your membership number and we will email you instructions on how to create a new password." Below this is the heading "Having Trouble?" followed by the text "Use the links below to contact the team for further assistance". At the bottom, the contact information is listed: "Email: LoginHelp@royalautomobileclub.co.uk Tel: 01372 229 229" and a link "Password Reset Guide".

## Step 4 – Password Reset Email

Check your inbox. You should find an email with the title 'Your Royal Automobile Club Password'. Open it and click on the 'Link to reset password':



## Step 5 – Reset Your Password

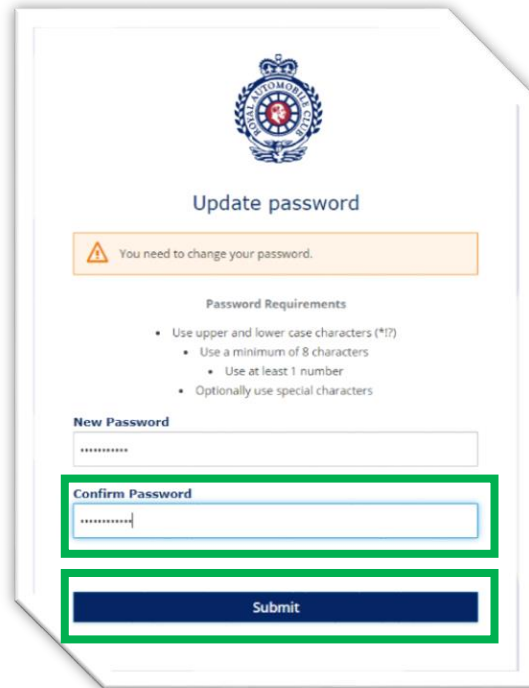
In the 'New Password' box, type in the password you would like to set. Please note, the password must adhere to the following rules:


- It must be a minimum length of eight characters
- It must contain both upper and lowercase letters
- It must contain at least one number
- We recommend that you use at least one special character, for example \* or % or ^ or - etc.

The image shows a screenshot of the password reset form on the Royal Automobile Club website. At the top center is the club's crest. Below it, the heading 'Update password' is displayed. A yellow warning box contains a triangle icon and the text 'You need to change your password.' Underneath, the 'Password Requirements' are listed: 'Use upper and lower case characters (\*!?)', 'Use a minimum of 8 characters', 'Use at least 1 number', and 'Optionally use special characters'. There are two input fields: 'New Password' and 'Confirm Password'. The 'New Password' field is highlighted with a green box and contains a series of dots representing masked characters. At the bottom of the form is a dark blue 'Submit' button.


## Step 6 – Confirm Password

In the 'Confirm Password' box, type the password set in Step 5 again, then click submit:





### Update password

 You need to change your password.

Password Requirements

- Use upper and lower case characters (\*1?)
- Use a minimum of 8 characters
  - Use at least 1 number
- Optionally use special characters

**New Password**

**Confirm Password**

**Submit**

## Step 7 – Login Success

After successfully resetting your password, you will be automatically logged into the Club site and taken to the members' home page:

