

# QUICK GUIDE

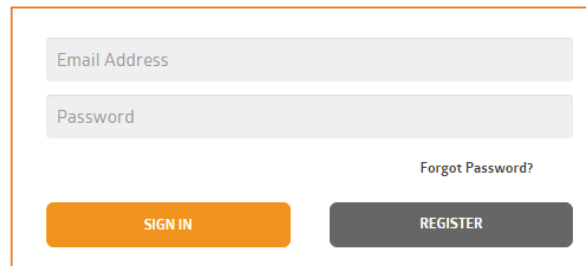
## How to reset your ELMS password.

If you have forgotten the password for your ELMS account, follow these simple steps to create a new one.

After three incorrect sign-in attempts, the system will lock you out of your account for one hour. Please note that if you have been locked out for one hour due to three unsuccessful attempts to log in, you can still reset your password, but will still need to wait for the time to lapse, before attempting to log in again.

Visit [www.elmsaviation.co.uk](http://www.elmsaviation.co.uk) and click the 'Login' button at the top of the page.

Click the 'Forgot Password' button.



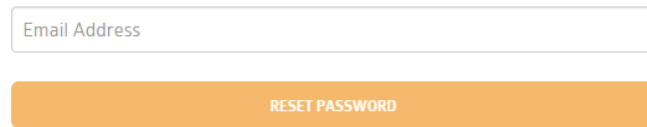
The screenshot shows a login form with two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link labeled 'Forgot Password?'. At the bottom of the form are two buttons: 'SIGN IN' (orange) and 'REGISTER' (dark grey).

Enter the email address associated with your account.

A green tick on the right-hand side indicates a correctly written email address and enables you to proceed.

Click 'Reset Password'

Please enter your e-mail address and press the button below to reset your password.



The screenshot shows a form with a single input field labeled 'Email Address' and a large orange button labeled 'RESET PASSWORD' below it.

An email will be sent to you with a link to reset your password.

If you do not receive the email: check your Junk/Spam folder. Or click 'TRY AGAIN' to receive a new link via email. If no email appears, you have incorrectly typed the email address or there is no account on ELMS, affiliated with the email.

**Note:** The 'link' in the email is only valid for 24 hours. Resetting after this time would fail and you will need to start the process again.

Please check your email

An email has been sent to your registered email address with a link to reset your password.

You may also need to check your 'junk' email folder.

TRY AGAIN

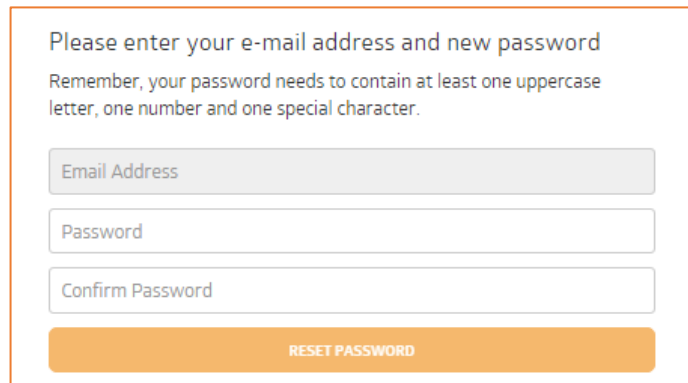
Click the link within the email to load the password reset page.

Enter the email address associated with your account.  
Enter a new password and then re-type the same password to confirm your entry.

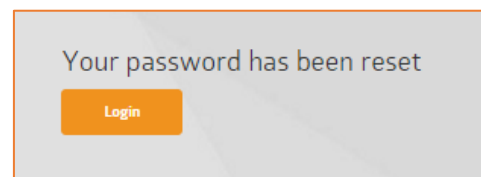
ELMS recommend that your password is a **minimum** of 8 characters.

**Note:** Passwords **MUST** contain one number, an upper case letter and one special character, e.g. (#%\$).

You will see a green tick when your new password meets the specified criteria.



You can now log in to your ELMS account successfully.

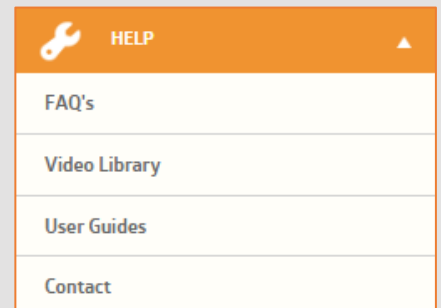


## System Support

For more support and information regarding the ELMS application, please see the 'HELP' drop down in the left-hand menu once you log in.

Here you will find external links to:

- FAQs
- Video Tutorials
- User Guides
- Contact



For any further assistance please contact your Organisation's ELMS Company Administrator.

Alternatively, you can speak with one of our support team by using the 'Contact' link under the help banner or by calling: 0330 100 5321  
(Lines open: Monday to Friday 09.00 and 17.00 UK time; Excluding Bank Holidays)