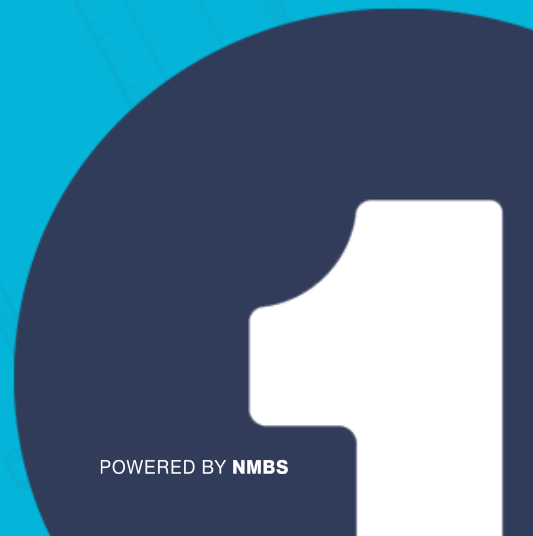


# RESETTING YOUR PASSWORD

# **1**ONEPLACE



## RESETTING YOUR PASSWORD

**Step 1:** Go to [www.nmbs-oneplace.co.uk/account/login](http://www.nmbs-oneplace.co.uk/account/login)

**Step 2:** Click on 'Forgot?'

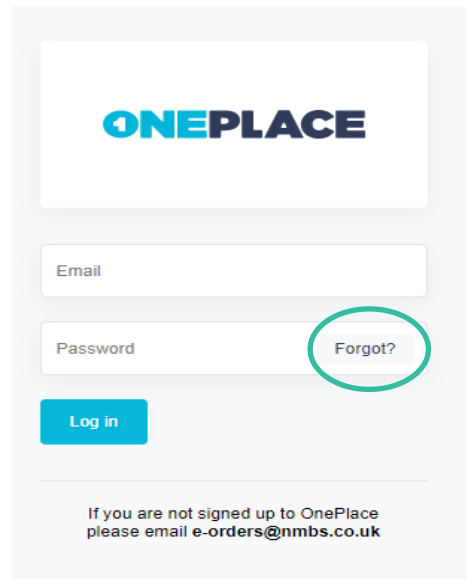
**Step 3:** Enter your email address. You should receive an email within a couple of minutes. If you do not receive an email this means that you do not have an account set up and will need to contact us.

**Step 4:** Open the email and click on 'Change Password'.

**Step 5:** Enter your new password and click submit. Your password must be at least 8 characters long, contain at least 1 upper case letter, 1 lower case letter and 1 special character.

**Step 6:** You will see a confirmation message that your password has been changed and you will then be directed back to log in.

Your password has been successfully changed.



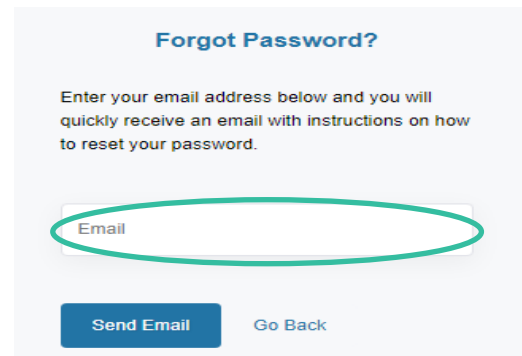
ONEPLACE

Email

Password [Forgot?](#)

Log in

If you are not signed up to OnePlace please email [e-orders@nmbs.co.uk](mailto:e-orders@nmbs.co.uk)



Forgot Password?

Enter your email address below and you will quickly receive an email with instructions on how to reset your password.

Email

Send Email Go Back

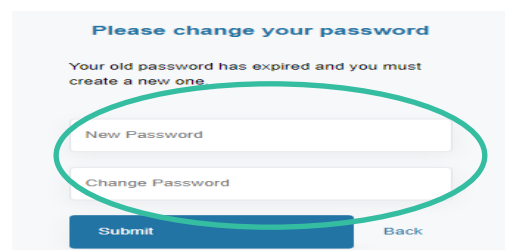


Hello

A request to change your OnePlace password has been made.

To reset your password, click on the link below:

[Change Password](#)



Please change your password

Your old password has expired and you must create a new one.

New Password

Change Password

Submit Back