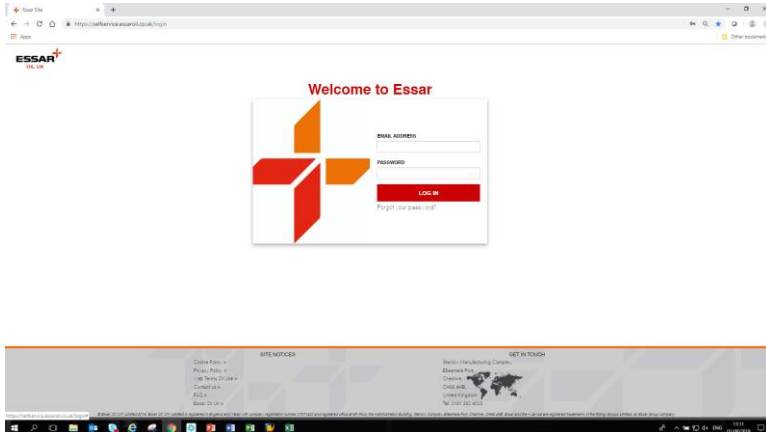


## **FORGOTTEN / RESET YOUR PASSWORD ?**

- From the Login screen :



- Click the **Forgot your password?** link
- You will be requested to enter your user id (email address)

### **Reset Password** ✕

Please enter your account email address. Instructions on how to Reset your Password will be sent to this address.

**EMAIL ADDRESS**

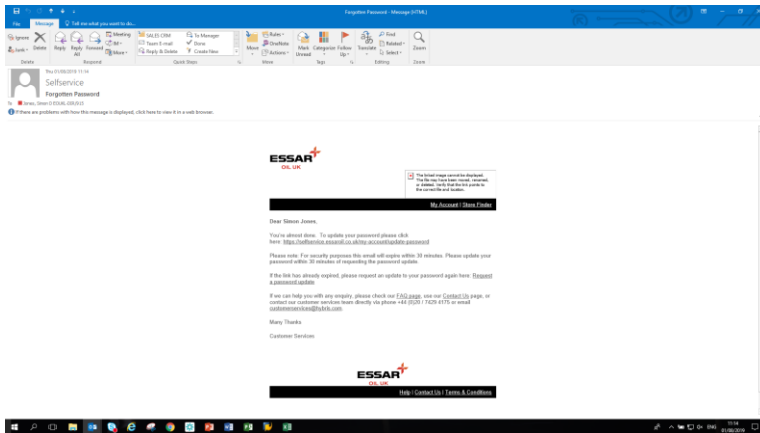
**RESET PASSWORD**

- Then select the **RESET PASSWORD** button :
- The Reset Password is initiated :

### **Reset Password** ✕

Password reset instructions have been sent to your e-mail address. Please contact customer support if you require additional assistance.

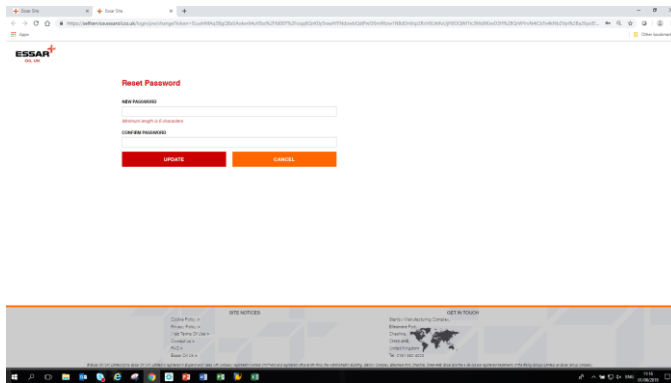
- And you will be sent an email



- You will have 30 mins to follow the link and reset your password by following the link contained within the email :

You're almost done. To update your password please click here: <https://selfservice.essaroil.co.uk/my-account/update-password>

- Once selected you will be asked to re-create a new password :



Once entered and confirmed hit the  button

Your password will now be successfully updated and you can Login :