

Reset password

Step-by-step instructions for Reset password in Express Me.

Watch the video, follow the steps, or open the complete transcript for a text version of the instructions.



Scan for video

Step-by-step instructions

1

Open the login screen

On the start screen, choose **Login with existing account**.

2

Start the reset

Tap **Forgot password?** and enter your **Email**.

3

Request the code

Tap **Reset my password**; you will receive a reset code by email.

4

Choose a new password

Enter the **Verification code** and a **New password**, then tap **Confirm password reset**.

Complete transcript

▼ Read the complete video transcript

Hello, I'm going to show how to use the forgot password functionality. Suppose we've opened the app and you see this screen, but we've forgotten our password. First we go to login with existing user.

What you see in the middle here is forgot password. We still know our email address, so we can enter it here. And then we can click on reset password.

We then get a verification code on our email and can choose a new password here. You can see it coming in in the meantime. I'll open it and then I can copy the code here. Then I paste it in and I've chosen a new password.

And then I can click on reset password. And then you see we're logged in right away. And that's how you can reset a password.