

Account Management

Forgotten Password Process

Forgot password

You will require your **account number** and together with the account email address to access the forgot password.

Quick Guide: Forgot password

Use “forgot password” if you can’t remember your password:

- Visit <https://now.tel2.co.uk>
- Select “Forgot password” hyperlink
- Supply Account Code | Email address

Account Management

The screenshot shows a web browser window with the URL <https://cloudgate.xyz.com.au>. The page is titled "User Portal" and features a "Please sign in" section with input fields for "Username" and "Password". A red dashed box highlights the "Sign in" and "Forgot password" buttons, with a red circle labeled "2" next to it. A red arrow points from the "Forgot password" button to a "Forgot password" modal window. This modal window contains the text: "Please enter your account code and email address below. If the email address is registered as authoritative on the account, you will receive further instructions via email." It has input fields for "Account Code" (with the example "e.g. 40012399") and "Email address" (with the example "eg. user@mycompany.com"), and a red "Send" button. A red circle labeled "3" is next to the "Email address" field. A red circle labeled "1" is in the top right corner of the browser window.


Quick Guide: Reset Password


Use the password reset if you need to reset your password account password.


- Log into <https://now.tel2.co.uk>
- Personal details | Reset account password
- Enter current password | new password (select type required)


Account Management


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 Account overview >


 Billing records >

 Manage billing >

 Manage numbers >

 Manage plans >

 Personal details >

 Account history >

Account Summary

Account balance

\$1,421.37

Account Management

Reset Password3

Change password

Current password

New password

Confirm password

Please select the type of password reset you'd like to do:

☐ Full account password change - change account password and the password of any non-restricted numbers.

☐ Account password change - change just the account password.

Change

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