

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


The screenshot shows a web browser window with the URL <https://cloudgate.xyz.com.au> (marked with a red circle 1). The page is titled "User Portal" and has a "Please sign in" section with fields for "Username" and "Password". Below these fields are "Sign in" and "Forgot password" buttons (the "Forgot password" button is marked with a red circle 2). A red arrow points from the "Forgot password" button to a "Forgot password" form below. This form contains instructions: "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 fields for "Account Code" (with the example "e.g. 40012389" and marked with a red circle 3) and "Email address" (with the example "eg. user@mycompany.com"). A red "Send" button is at the bottom of the form.


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)


1


 Account overview >


 Billing records >

 Manage billing >

 Manage numbers >

 Manage plans >

 Personal details >

 Account history >

Account Summary

Account balance

\$1,421.37

Reset Password

3

Change password

Current password

•••| 9%

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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