

**HOW TO RESET  
YOUR PASSWORD**

**GETTING STARTED**

**HELP GUIDE**

Use this step by step guide  
designed to help you get  
Started.



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# BEFORE YOU BEGIN

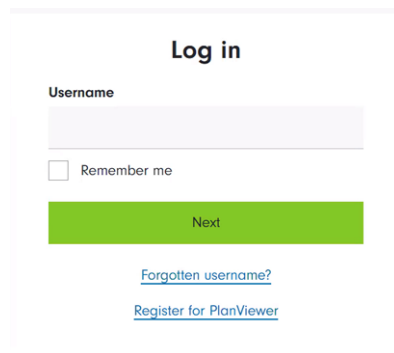
## THINGS YOU WILL NEED

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- Your username
- Access to your personal email

## GETTING STARTED

Go to [planviewer.fidelity.co.uk](https://planviewer.fidelity.co.uk)

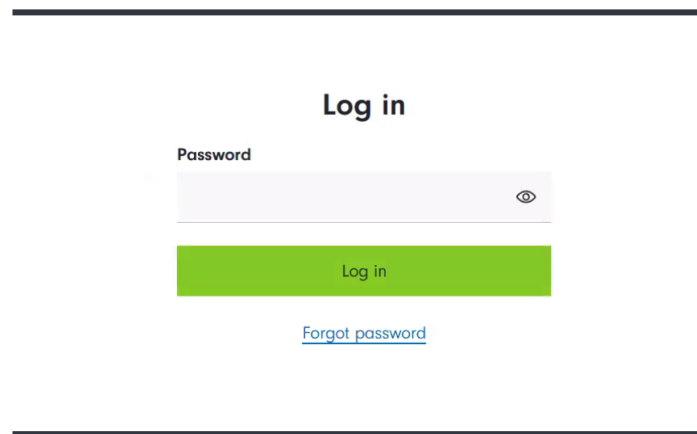


The screenshot shows a login form with the following elements: a title "Log in", a "Username" label above a text input field, a "Remember me" checkbox, a green "Next" button, and two links: "Forgotten username?" and "Register for PlanViewer".

Enter your user name



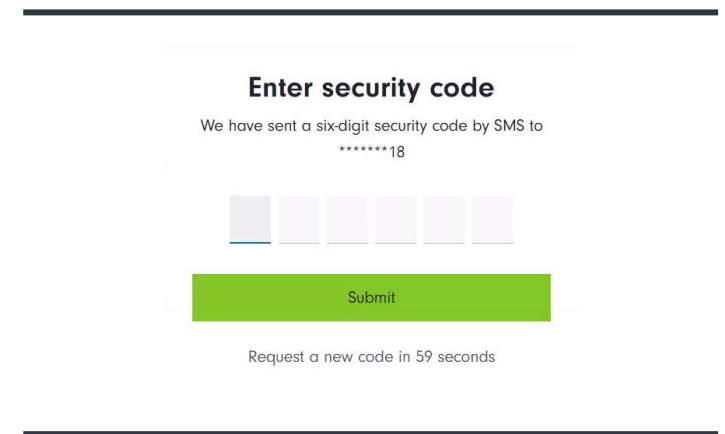
Select **forgot password?**



The screenshot shows the same login form as in the first step, but the "forgot password?" link is highlighted in blue.



We will send you a six digit security code, once entered press **submit**



The screenshot shows a page titled "Enter security code". It includes the text "We have sent a six-digit security code by SMS to \*\*\*\*\*18", a six-digit input field with the first digit highlighted in blue, a green "Submit" button, and a timer at the bottom that says "Request a new code in 59 seconds".

## CONFIRM YOUR DETAILS

### Additional security



#### Additional verification

We have sent a six-digit security code by email to  
A7\*\*\*\*@fil.com

Submit

Request a new code in 59 seconds  
Not arrived? Check your spam

If you are using a new device, additional security will be required and we will email you a security code

### Create a new password



#### Create new password

Password

- at least eight characters
- a capital letter
- a lowercase letter
- a number
- a special character or symbol

Confirm

### Password updated



#### Password updated

Your password has been changed successfully.  
Please use your new password to log in.

Log in

# THANK YOU

We hope you found this guide useful.

If you need help with another journey, you can find our other guides on our website.

