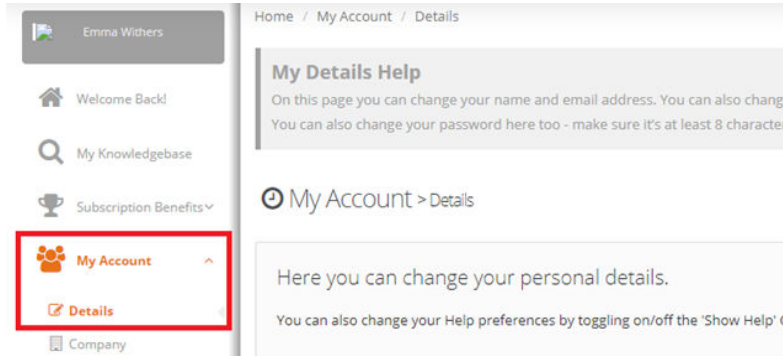![central innovation]

How to reset your MyCi password

The following instructions will help you reset your password for MyCi platform if you are wanting to change or have forgotten your password.

CHANGING YOUR PASSWORD

Follow these instructions if you know your password but are wanting to change it.

1. Log in to the MyCi website.
2. Navigate to My Account>Details using the menu on the right-hand side of the website.

3. Under your account details there is a My Password Section. You can change your password by filling in the fields in this box and clicking the Update button.

Note that your password must be at least 8 characters long and contain at least 1 number.
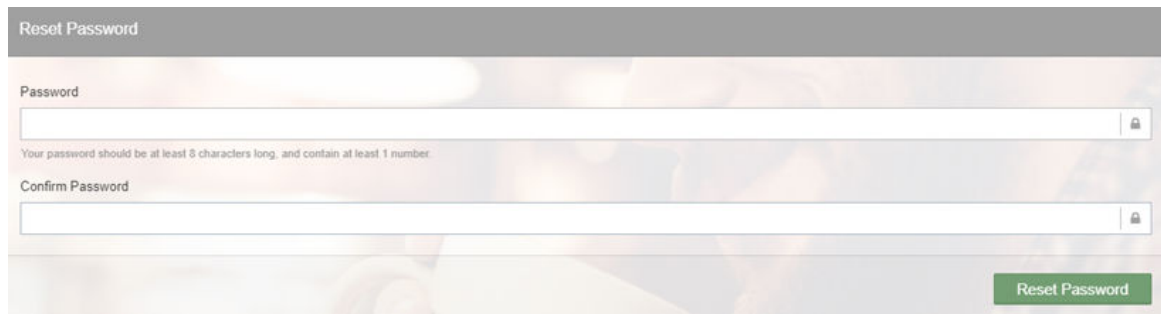

FORGOTTEN PASSWORD

Follow these instructions if you forgotten your password.

1. On the MyCi login page click the forgot password link which can be found under the password field in the sign in section.

2. Enter the email address that you usually use to log in to the MyCi Platform.

1. You should receive an email with a reset password link. Click on this link.
2. Reset your password by filling in the fields requested.

Extra help: If you are struggling to reset your password, are not receiving the forgot password email, or need any other help with your password on MyCI please email our support team on: **support@intercad.com.au** or **support@intercad.co.nz.**