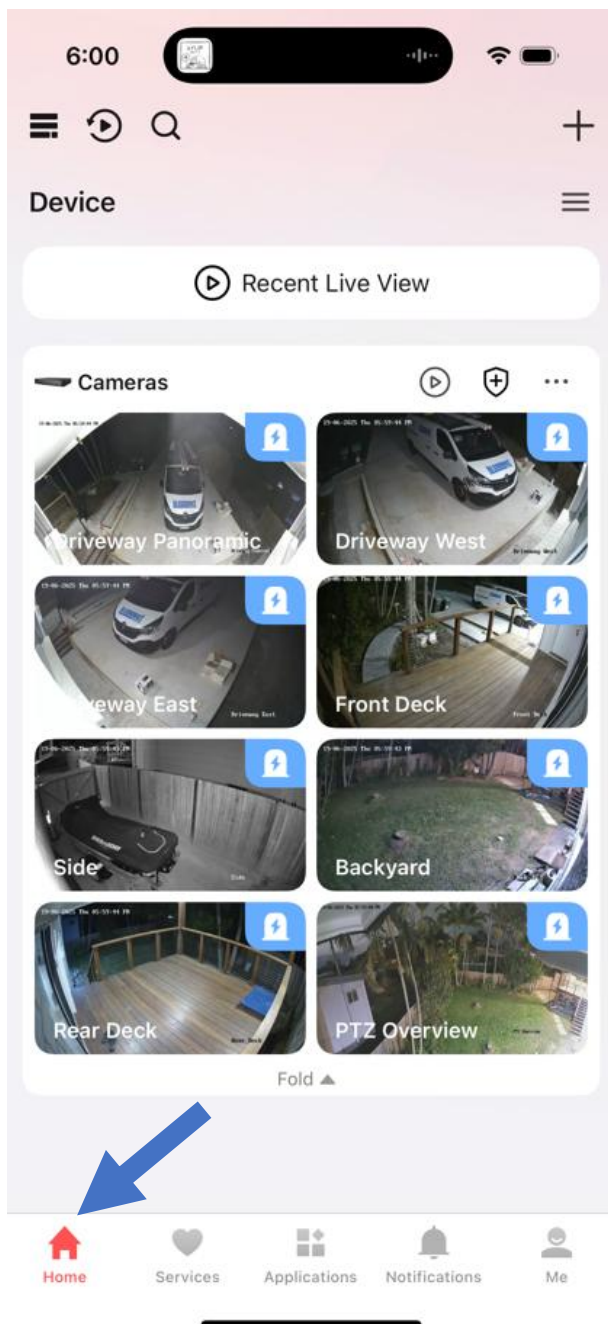


102. HOW TO CONFIRM YOUR USERNAME AND PASSWORD IF YOU ARE ALREADY LOGGED IN (JUNE 2025)

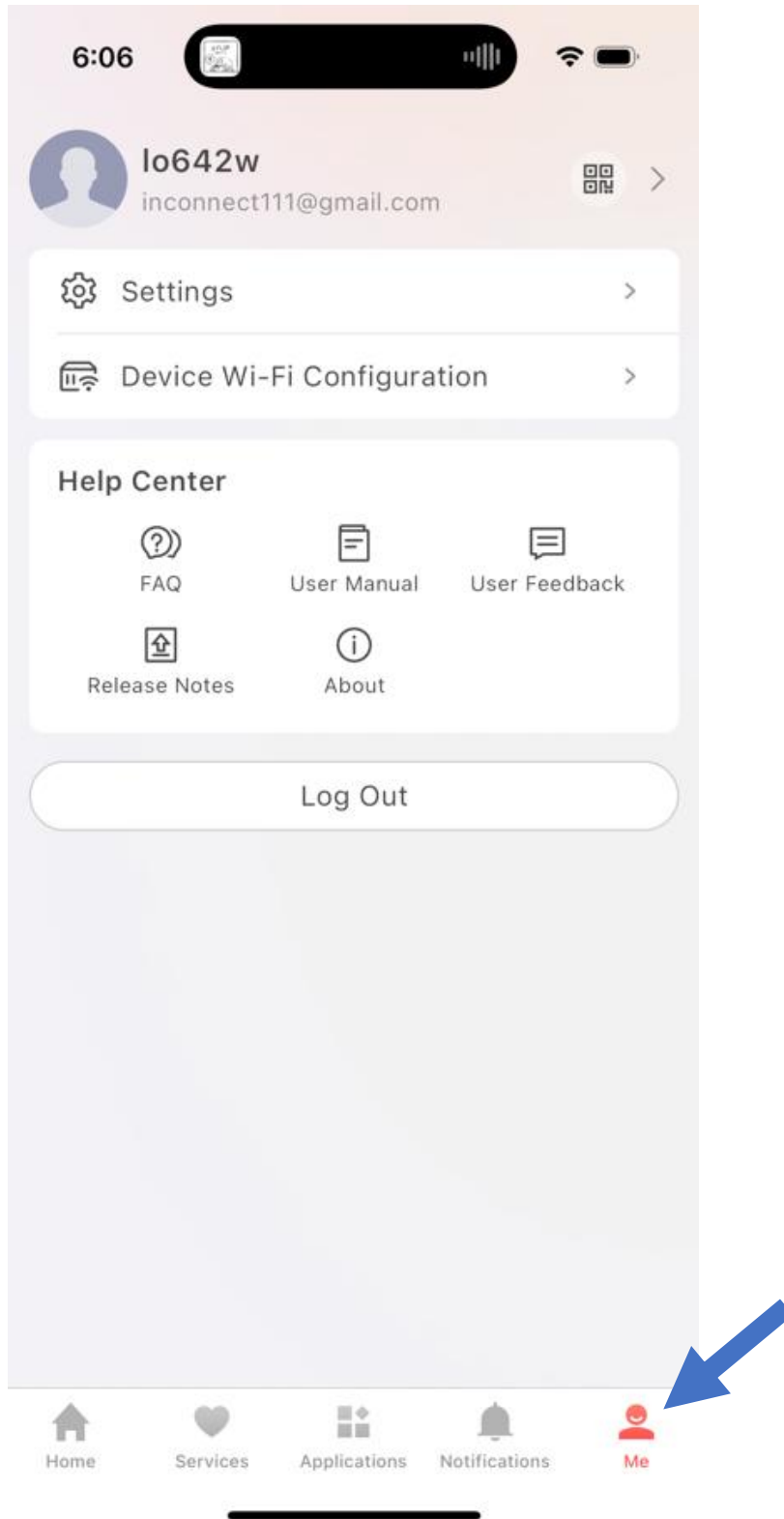
STEP 1

Go to the 'Home' Screen.



STEP 2

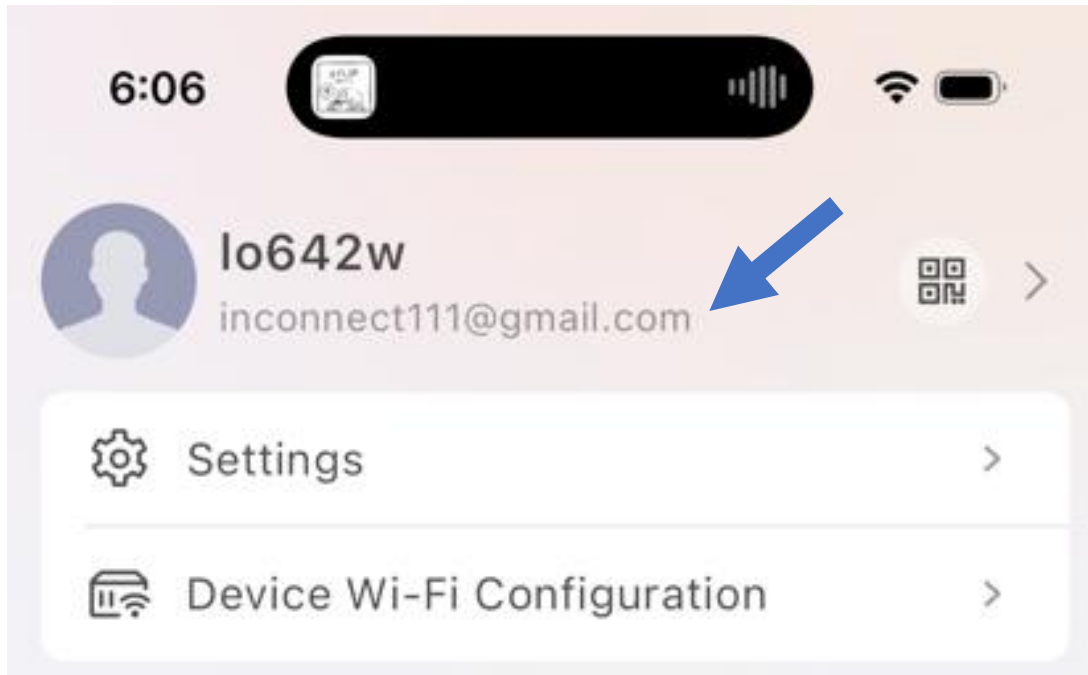
Go to the 'Me' screen.



STEP 3

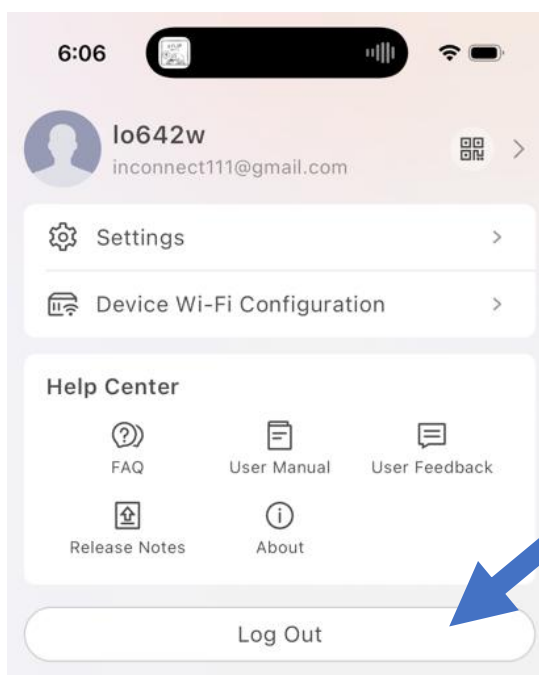
Your username will be listed at the top of the screen.

It is either your **phone number** or **email address**.



STEP 4

Press Logout.

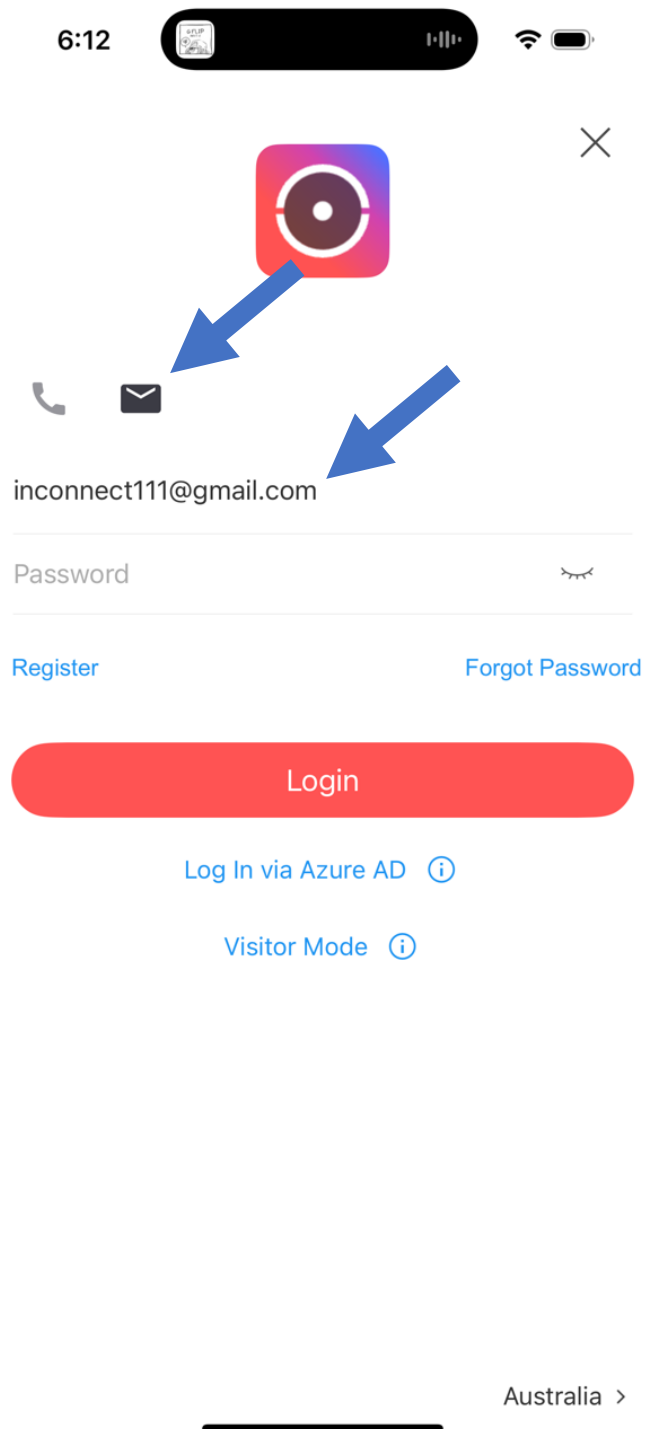


STEP 5

You will now be on the logon screen.

Choose phone number or email address login.

Enter your phone number or email address into the username field.



6:12

×

in connect SOLUTIONS

Phone

Envelope

inconnect111@gmail.com

Password

Register

Forgot Password

Login

Log In via Azure AD ⓘ

Visitor Mode ⓘ

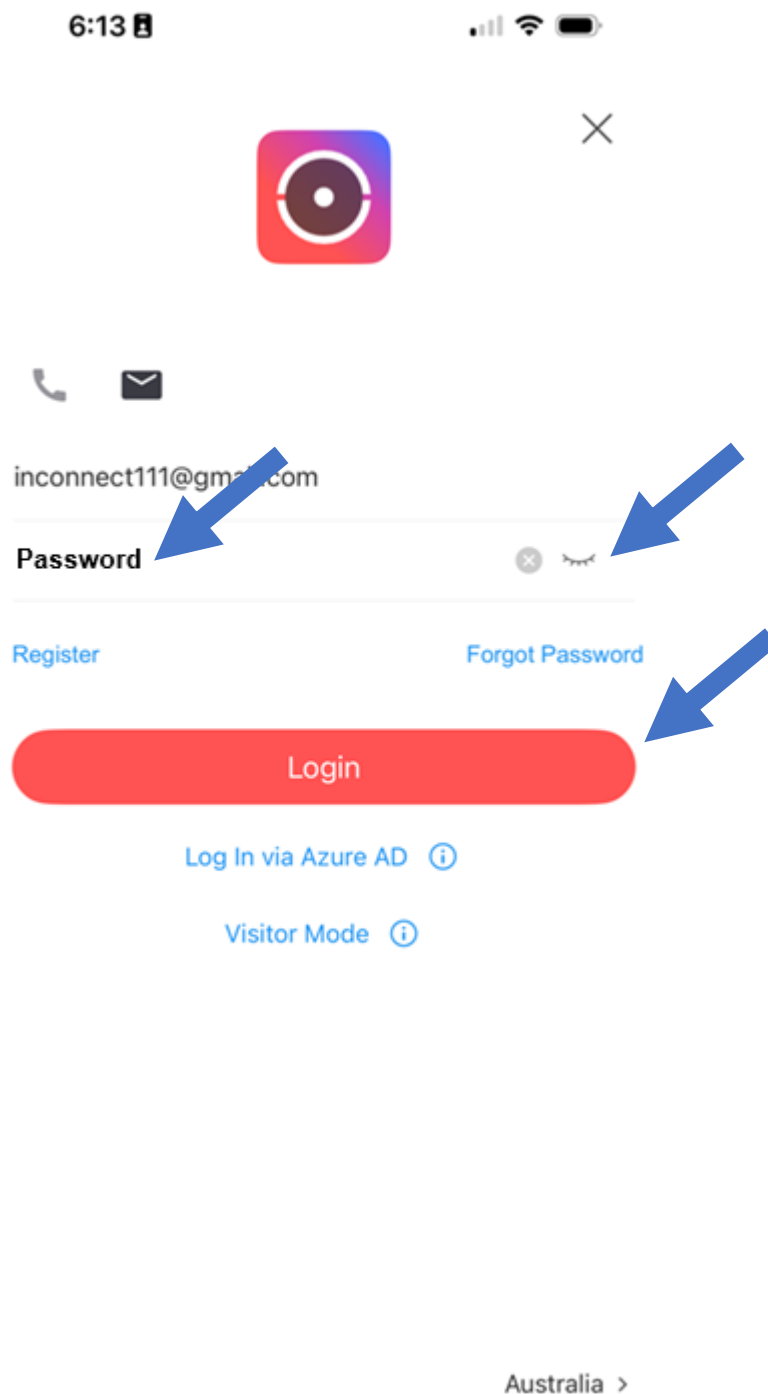
Australia >

STEP 6

Enter any passwords you may have used.

Press the eye icon to make sure you are entering the password correctly.

Press Login.



6:13

in connect SOLUTIONS

inconnect111@gmail.com

Password

Register

Forgot Password

Login

Log In via Azure AD ⓘ

Visitor Mode ⓘ

Australia >

STEP 7

If the app logs in successfully, you now know your username and password.

If you get an error, proceed to Step 8.

STEP 8

If the password is incorrect, you will receive an error.



inconnect111@gmail.com



[Register](#)

[Forgot Password](#)

Incorrect user name or password.




Login



[Log In via Azure AD](#) ⓘ



[Visitor Mode](#) ⓘ

STEP 9


Press 'Forgot Password'.

6:13   







inconnect111@gmail.com


Password 

[Register](#) [Forgot Password](#)

[Login](#)

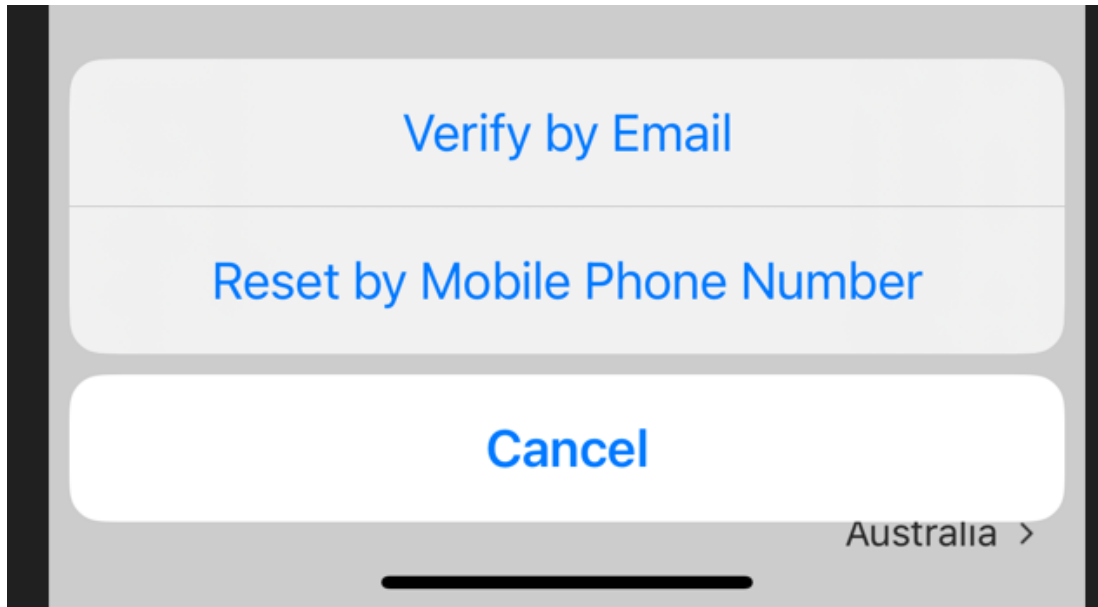
[Log In via Azure AD](#) 

[Visitor Mode](#) 

 Australia >

STEP 10

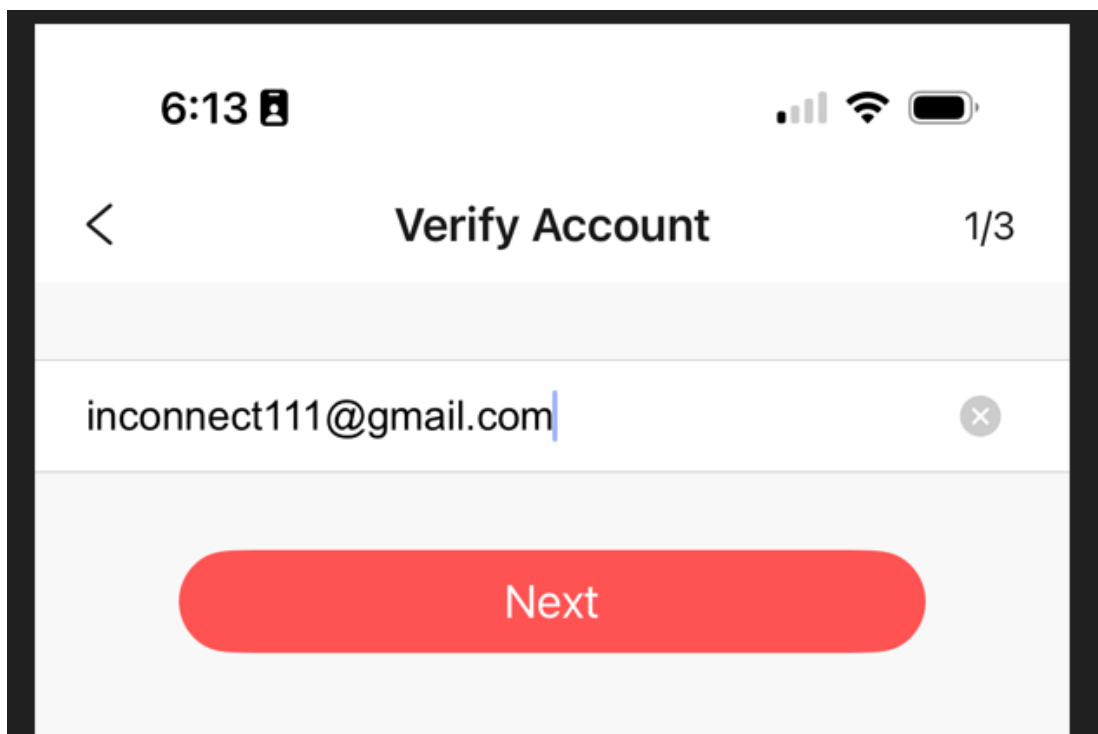
Choose the username method.



STEP 11

Enter the username.

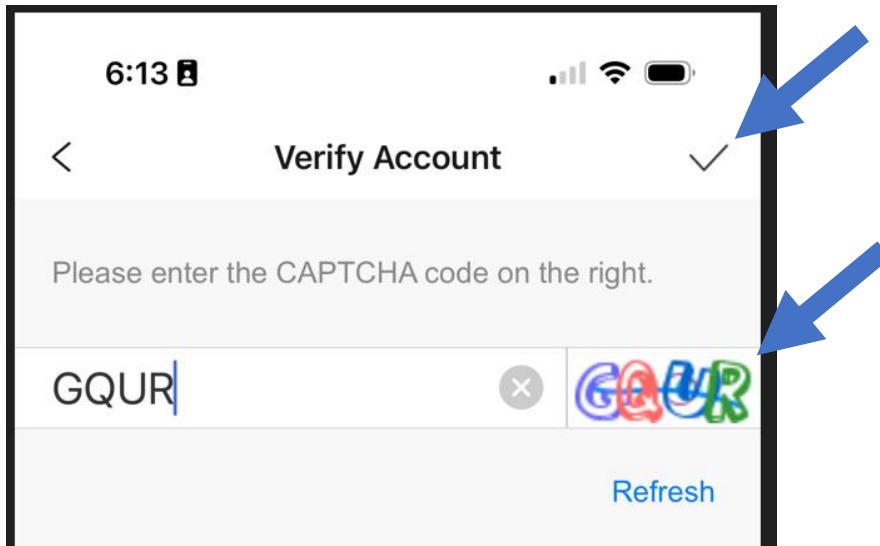
Press Next.



STEP 12

Enter the CAPTCHA CODE.

Press Tick.

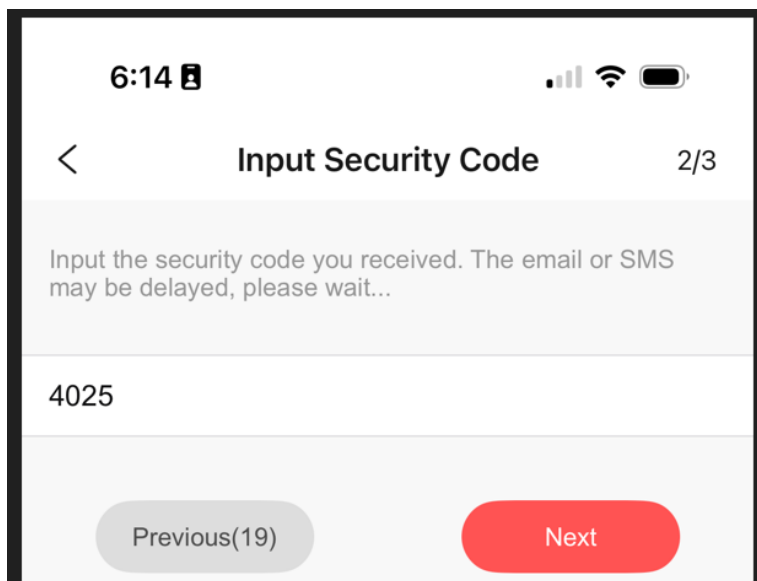


STEP 13

Enter the security code.

If your username is a phone number, it will be sent by text.

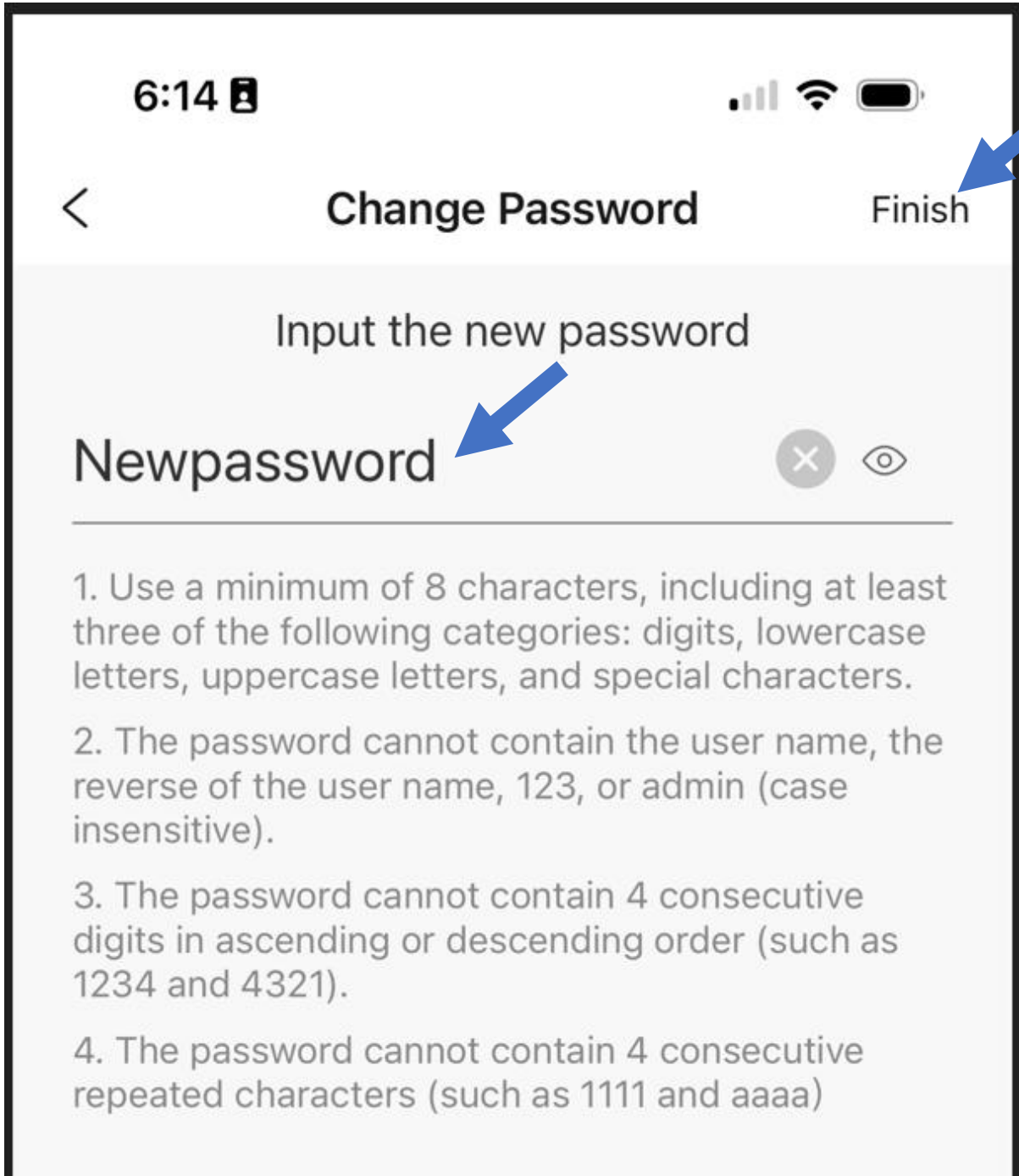
If the username is an email address, it will be sent by email (remember to check your junk mail).



STEP 14

Enter the new password.

Press Finish.



6:14

< Change Password Finish

Input the new password

Newpassword

1. Use a minimum of 8 characters, including at least three of the following categories: digits, lowercase letters, uppercase letters, and special characters.

2. The password cannot contain the user name, the reverse of the user name, 123, or admin (case insensitive).

3. The password cannot contain 4 consecutive digits in ascending or descending order (such as 1234 and 4321).

4. The password cannot contain 4 consecutive repeated characters (such as 1111 and aaaa)

STEP 15

The app will login and go to the Home Screen.

You now know your username and password.

