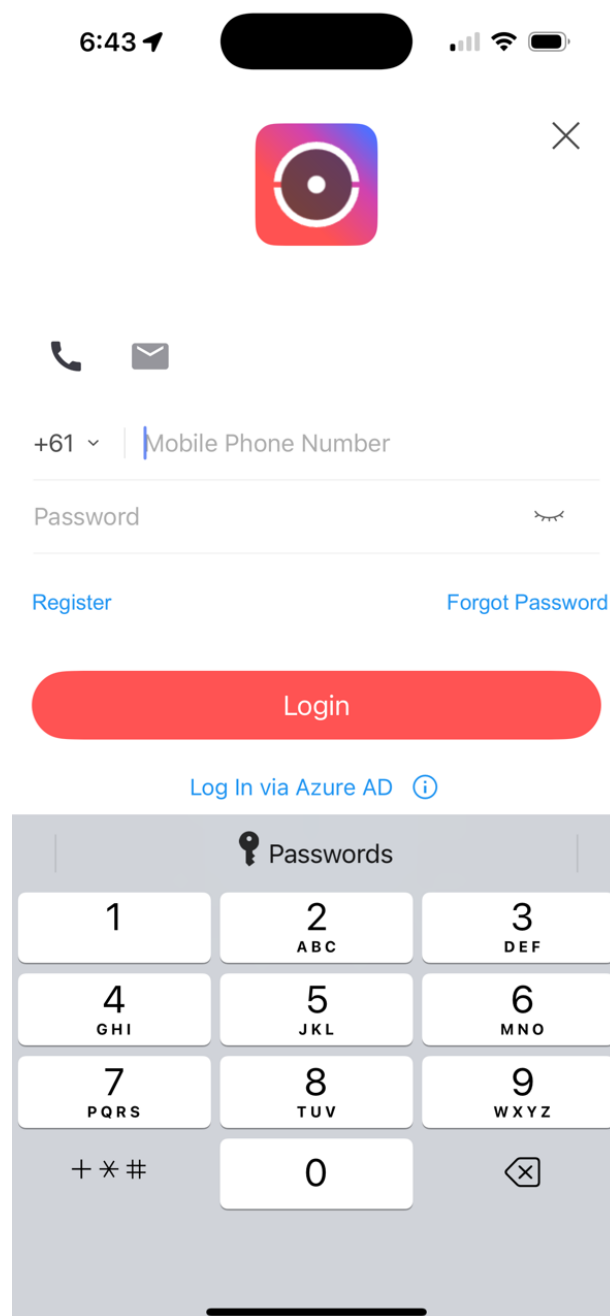


103. HOW TO CONFIRM YOUR USERNAME AND PASSWORD IF YOU ARE LOGGED OUT (JUNE 2025)

STEP 1

Ensure you are on the Login Screen.



6:43 1 [Redacted Name] [Signal] [Battery]

[Logo] X

[Phone Icon] [Envelope Icon]

+61 ▾ | Mobile Phone Number

Password [Eye Icon]

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

Login

[Log In via Azure AD](#) ⓘ

Passkeys

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	[Backspace]

STEP 2

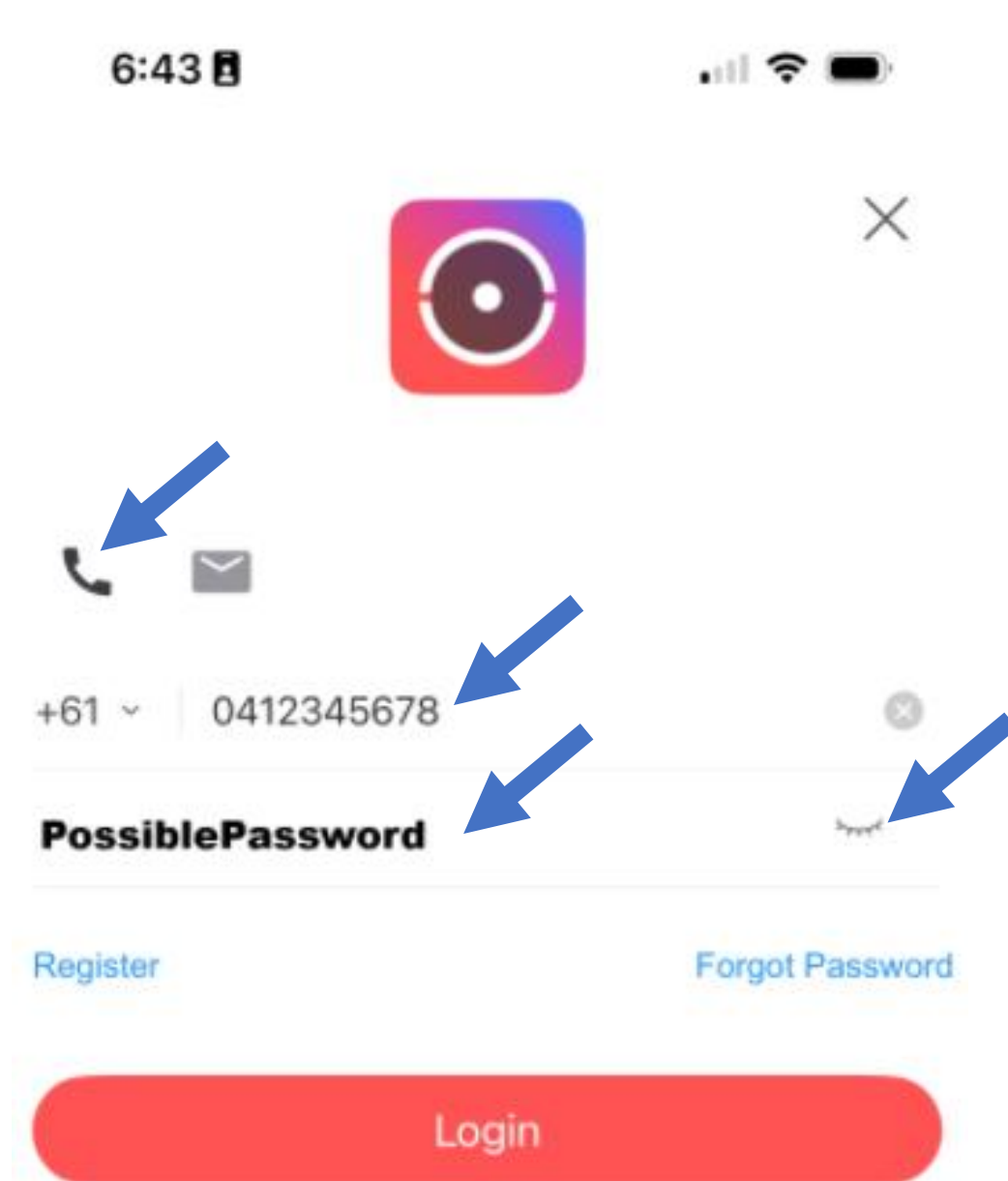
Choose phone number login.

Enter your phone number.

Enter any passwords you may have used.

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

Press Login.



The screenshot shows the login interface of the in connect SOLUTIONS app. At the top, the status bar displays the time 6:43 and signal, Wi-Fi, and battery icons. The app's logo, a colorful square with a white circle and dot, is centered. Below the logo are icons for phone and email login. The phone number field is pre-filled with '+61' and '0412345678'. The password field is labeled 'PossiblePassword' and contains masked characters. A blue arrow points to the phone icon, another to the phone number field, a third to the password field, and a fourth to the eye icon on the right side of the password field. At the bottom, there are links for 'Register' and 'Forgot Password', and a large red 'Login' button.

STEP 3

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

You will be on the Home Screen.

If you get an error, proceed to Step 4.

STEP 4

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

Try any other mobile number and password combinations you may have used.

[Register](#)

[Forgot Password](#)

Incorrect user name or password.

Login

STEP 5

If you have tried all phone number and password combinations and still receive the error 'Incorrect username or password', proceed to Step 6.

STEP 6

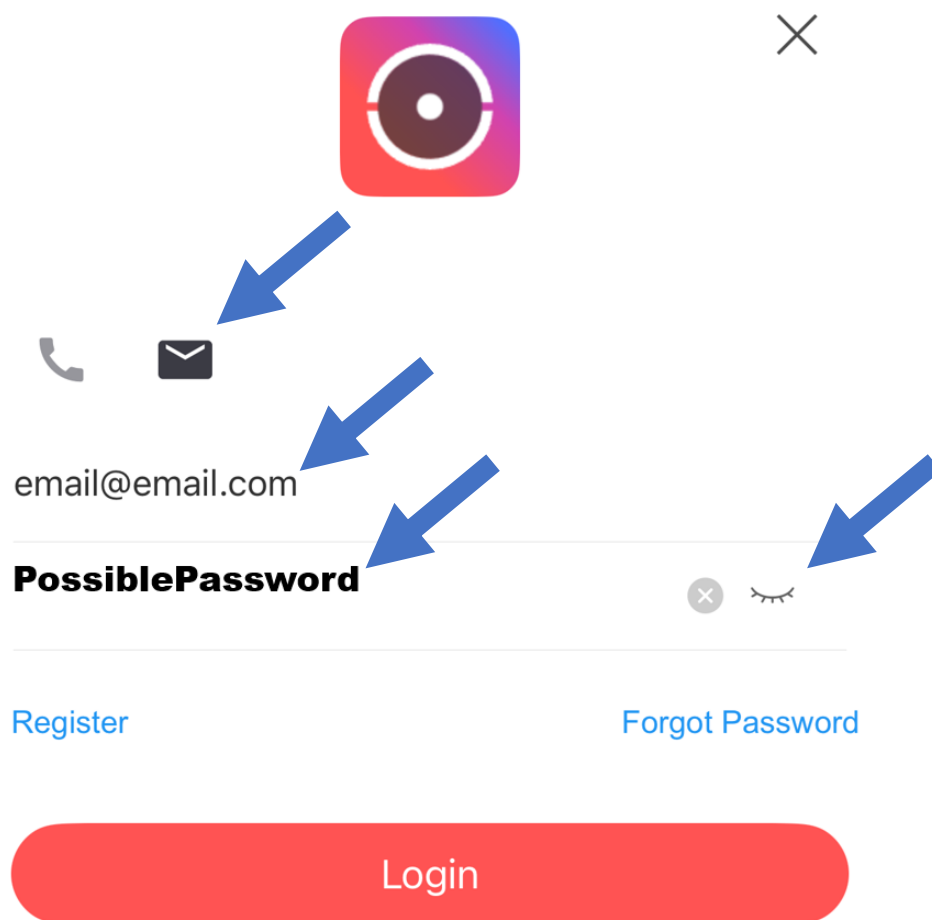
Click the email login icon.

Enter your email address.

Enter any passwords you may have used.

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

Press Login.



The screenshot shows a login interface with a red 'X' in the top right corner. At the top center is a circular logo with a white dot and a red-to-purple gradient. Below it are two icons: a telephone handset and an envelope. A blue arrow points to the envelope icon. Below the icons is a text input field containing 'email@email.com', with a blue arrow pointing to it. Below the email field is a password input field containing 'PossiblePassword', with a blue arrow pointing to it. To the right of the password field is a small grey circle with an 'X' and an eye icon, with a blue arrow pointing to the eye icon. Below the password field are two links: 'Register' and 'Forgot Password'. At the bottom is a large red rounded rectangle button with the text 'Login'.

STEP 7

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

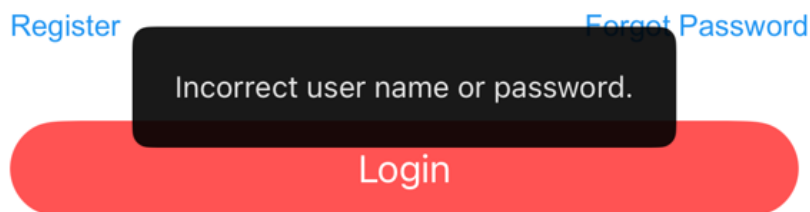
You will be on the Home Screen.

If you get an error, proceed to Step 8.

STEP 8

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

Try any other mobile number and password combinations you may have used.

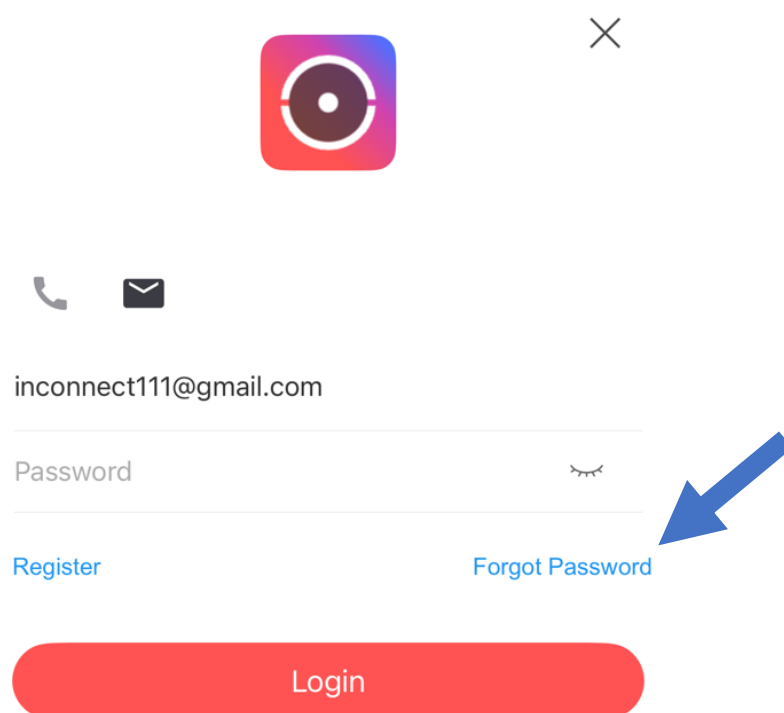


STEP 9

If you have tried all email address and password combinations and still receive the error 'Incorrect username or password', proceed to Step 10.

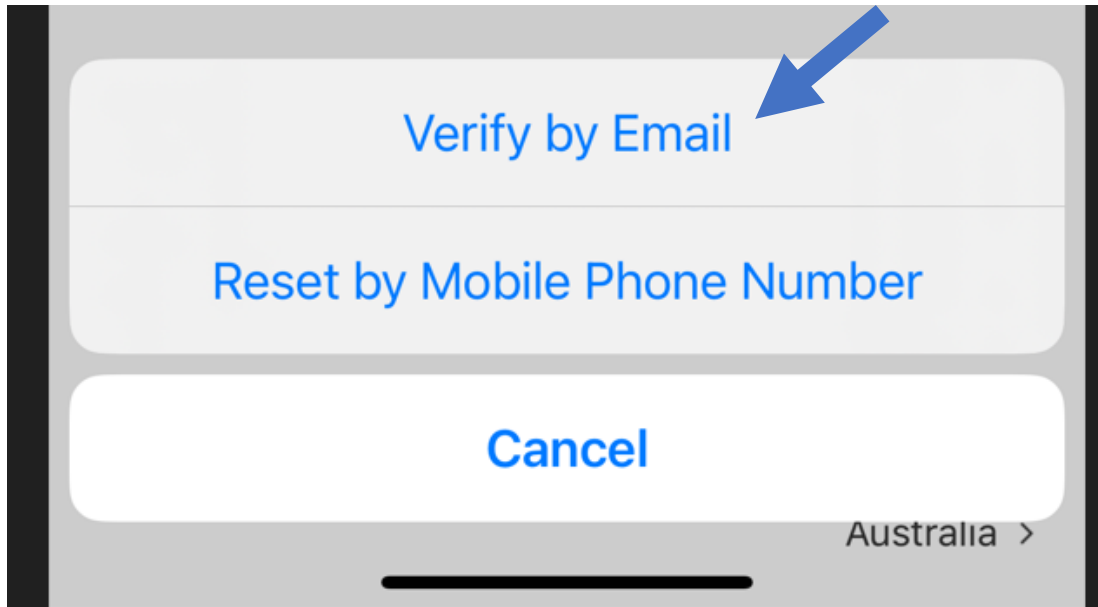
STEP 10

Press 'Forgot Password'.



STEP 11

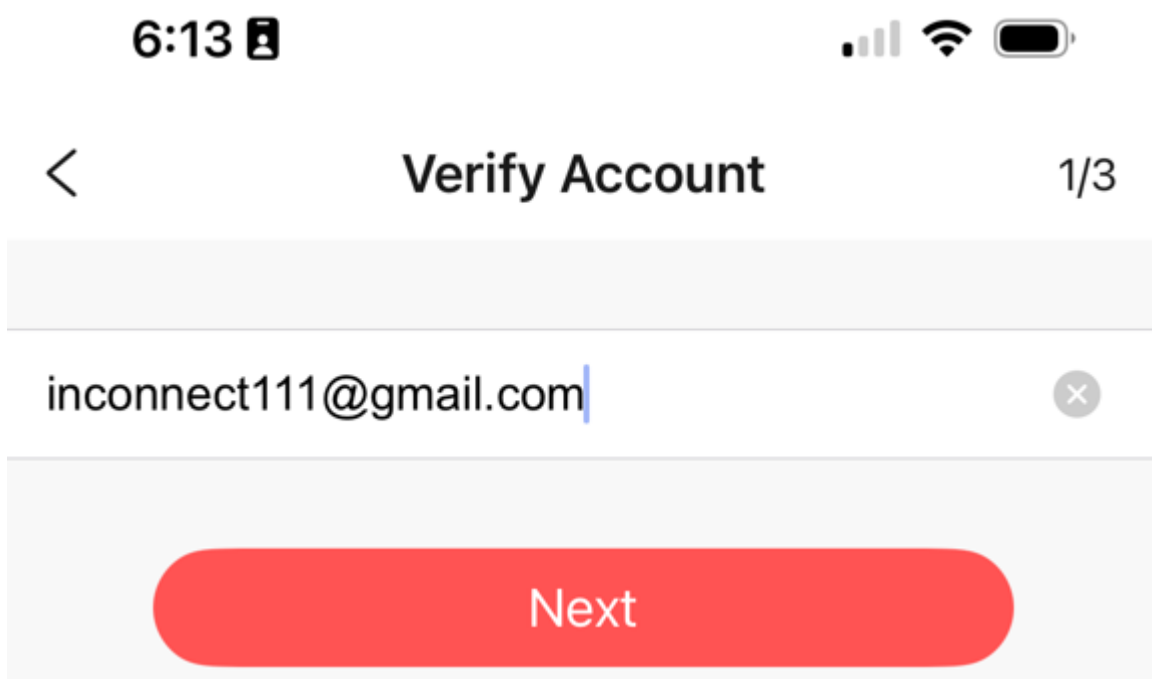
Choose the Verify by Email method.



STEP 12

Enter your email address.

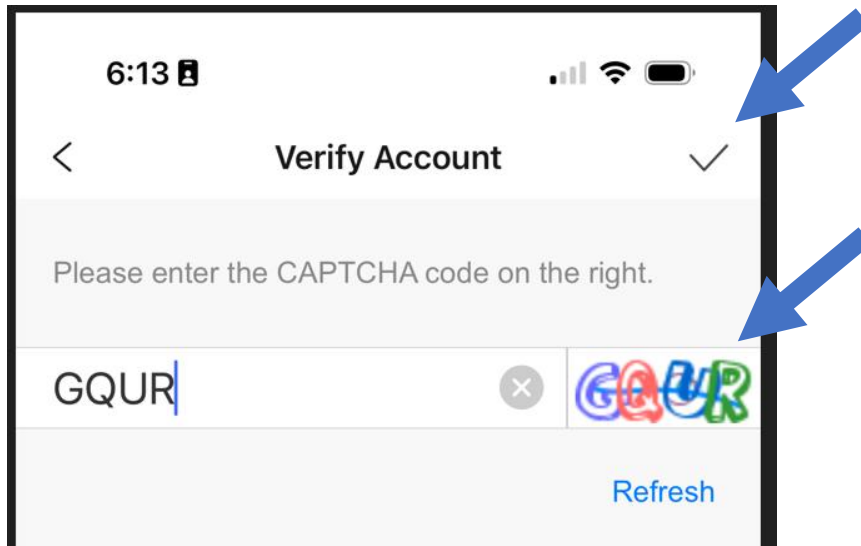
Press Next.



STEP 13

Enter the CAPTCHA CODE.

Press Tick.



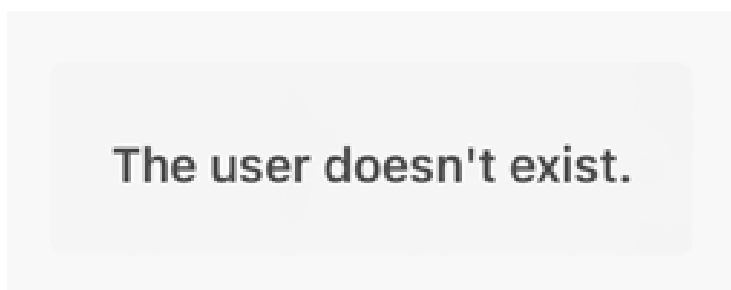
STEP 14

If you are taken to the Input Security Code page, proceed to Step 23.

If you receive the error User Dosent Exit, proceed to Step 15.

STEP 15

If you receive the User Dosent Exit error, your email address is not your username.

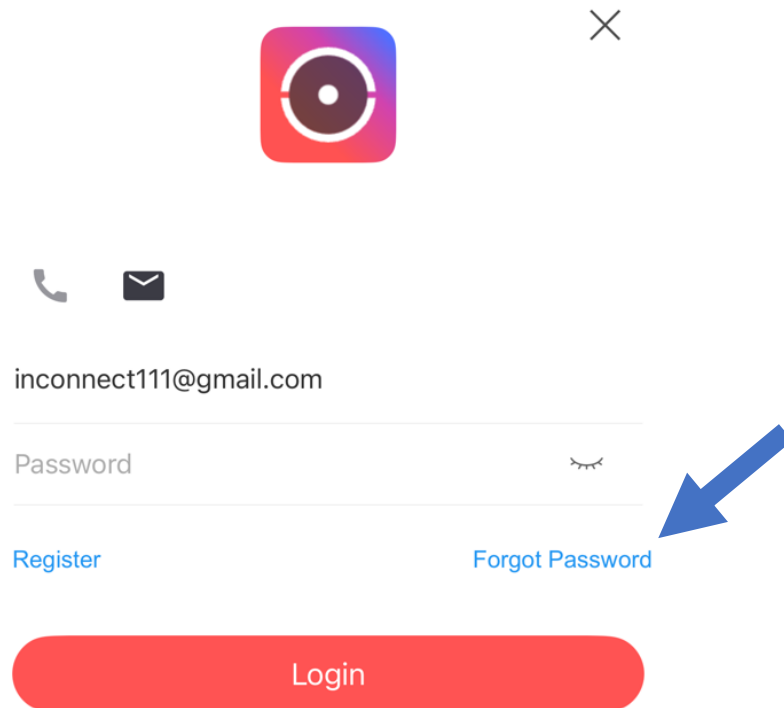


STEP 16

Go back to the Login Screen.

STEP 17

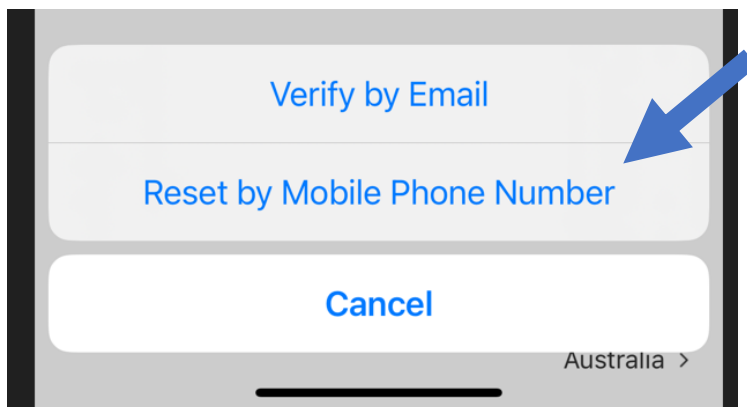
Press 'Forgot Password'.



The screenshot shows the in connect login interface. At the top is a purple and pink circular logo with a white 'X' icon to its right. Below the logo are two icons: a telephone handset and an envelope. The email field contains 'inconnect111@gmail.com'. The password field is labeled 'Password' and has a closed-eye icon. Below the password field are two links: 'Register' on the left and 'Forgot Password' on the right. A blue arrow points to the 'Forgot Password' link. At the bottom is a large red button labeled 'Login'.

STEP 18

Choose the Reset by Phone Number method.

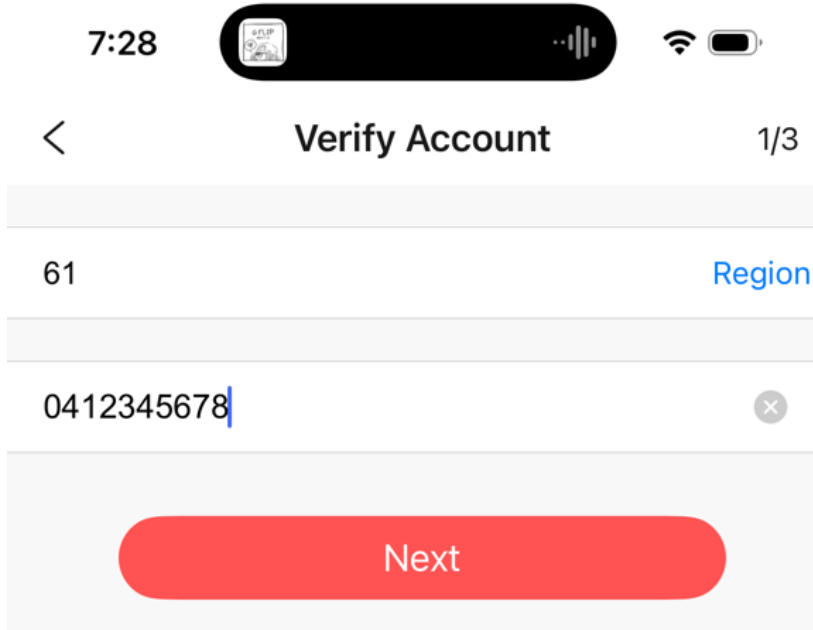


The screenshot shows a dialog box with three options: 'Verify by Email', 'Reset by Mobile Phone Number', and 'Cancel'. A blue arrow points to the 'Reset by Mobile Phone Number' option. At the bottom right of the dialog, it says 'Australia >'.

STEP 19

Enter you mobile number.

Press Next.

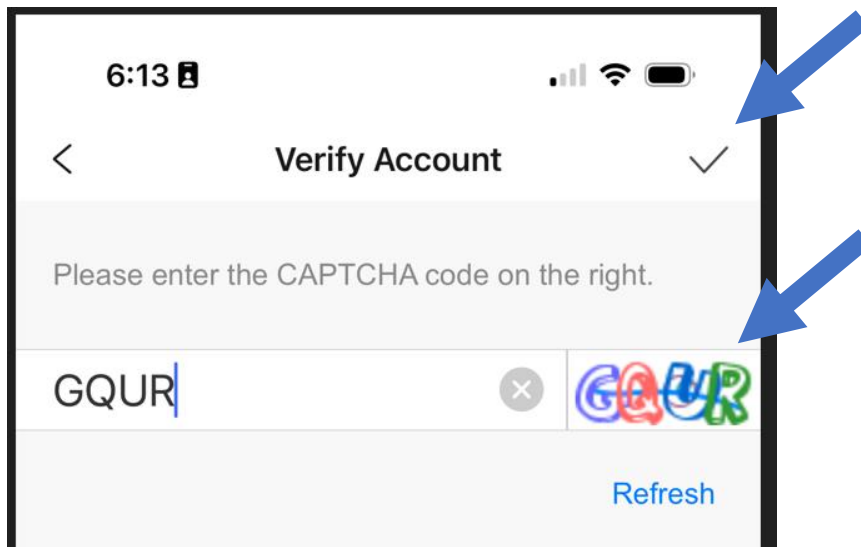


The screenshot shows a mobile app interface for 'Verify Account'. At the top, the status bar displays the time 7:28, a signal strength indicator, a Wi-Fi icon, and a battery level icon. The app header has a back arrow, the title 'Verify Account', and a progress indicator '1/3'. Below the header, there are two input fields. The first field contains the number '61' and is labeled 'Region' in blue text. The second field contains the number '0412345678' and has a close button (X) to its right. At the bottom, there is a large red button labeled 'Next'.

STEP 20

Enter the CAPTCHA CODE.

Press Tick.



The screenshot shows the 'Verify Account' screen with a back arrow, the title 'Verify Account', and a checkmark icon. Below the header, there is a text prompt: 'Please enter the CAPTCHA code on the right.' Below this, there is an input field containing the text 'GQUR' and a close button (X). To the right of the input field is a CAPTCHA image showing the text 'GQUR' in a stylized, colorful font. Below the CAPTCHA image is a blue link labeled 'Refresh'. Two blue arrows point to the top right corner of the screen and the CAPTCHA image area.

STEP 21

If you are taken to the Input Security Code page, proceed to Step 23.

If you receive the error User Dosent Exit, proceed to Step 22.

STEP 22

If you have tried all possible phone numbers and email address's, and all have given the error 'The User Dosent Exist', you may not have an account.

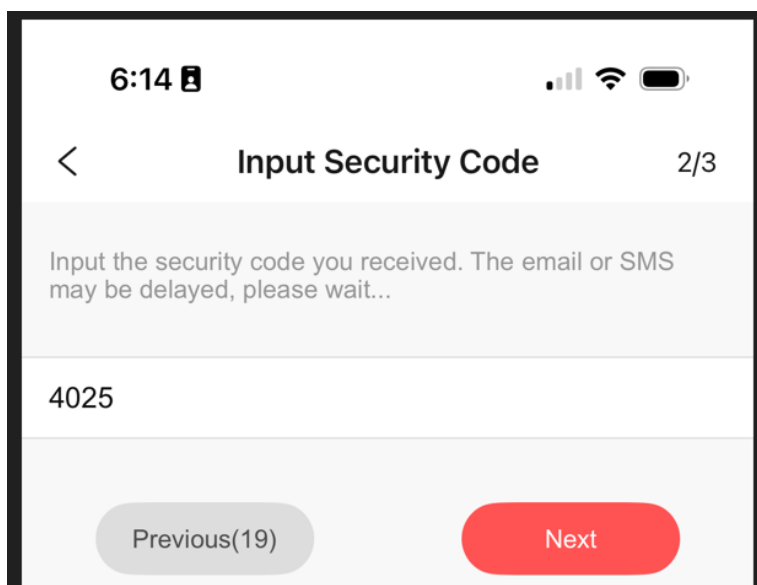
You will need to register a new account.

STEP 23

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).



6:14

< Input Security Code 2/3

Input the security code you received. The email or SMS may be delayed, please wait...

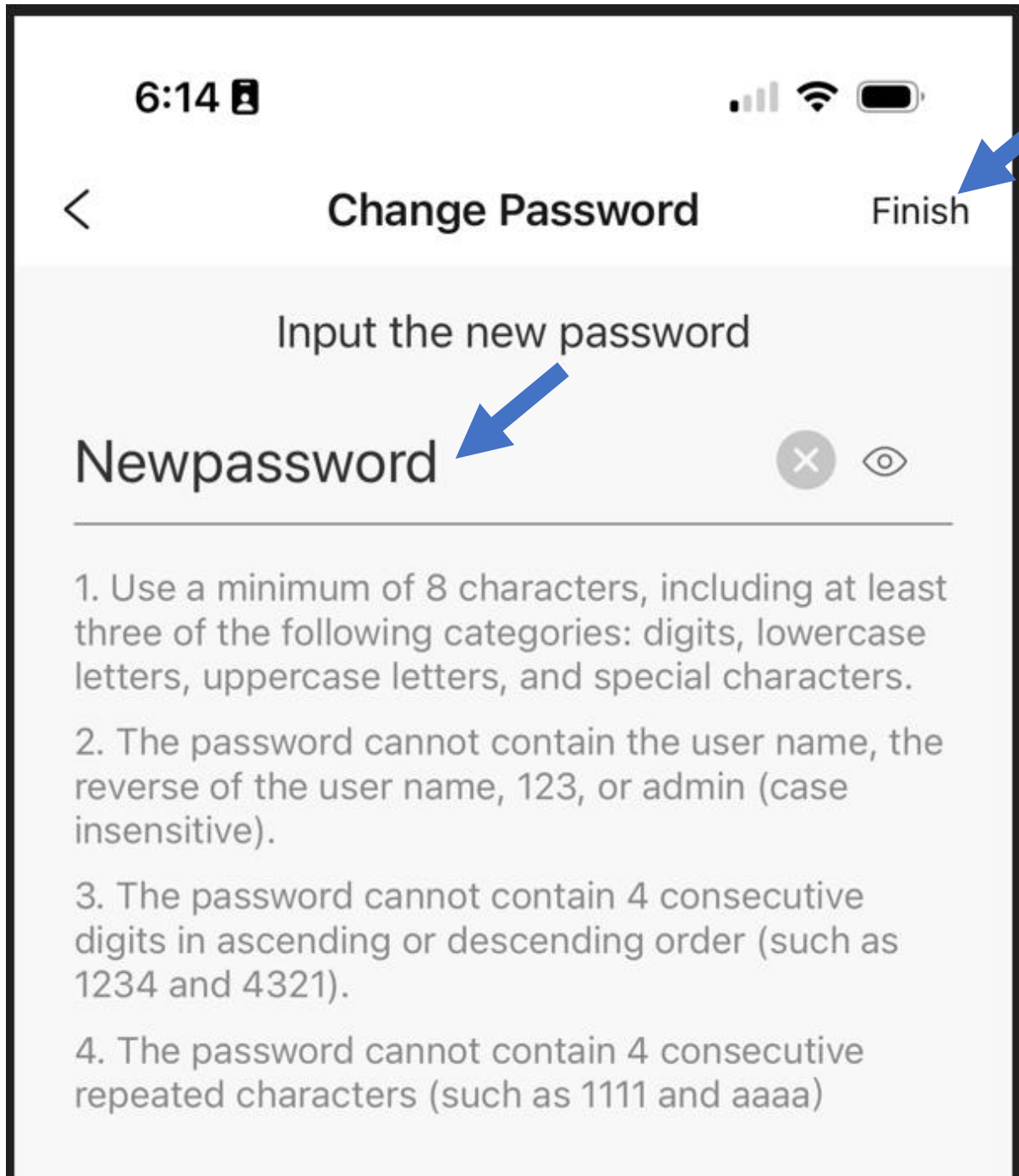
4025

Previous(19) Next

STEP 24

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 25

The app will login and go to the Home Screen.

You now know your username and password.

