103. HOW TO CONFIRM YOUR USERNAME AND PASSWORD IF YOU ARE LOGGED OUT (JUNE 2025)
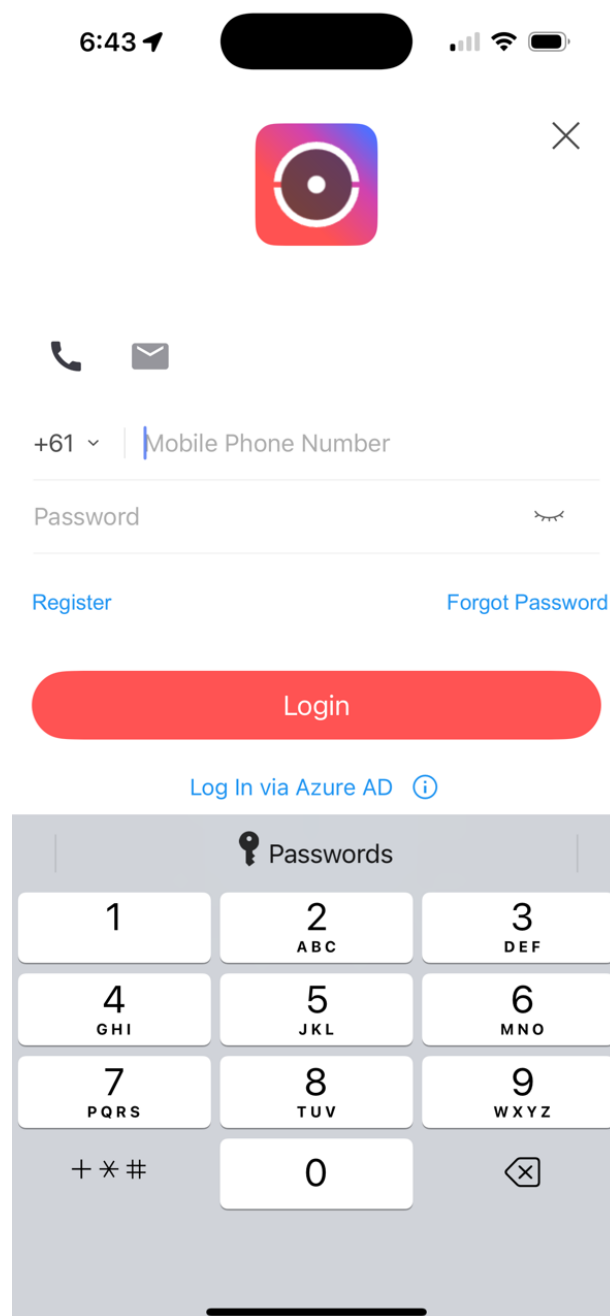
STEP 1
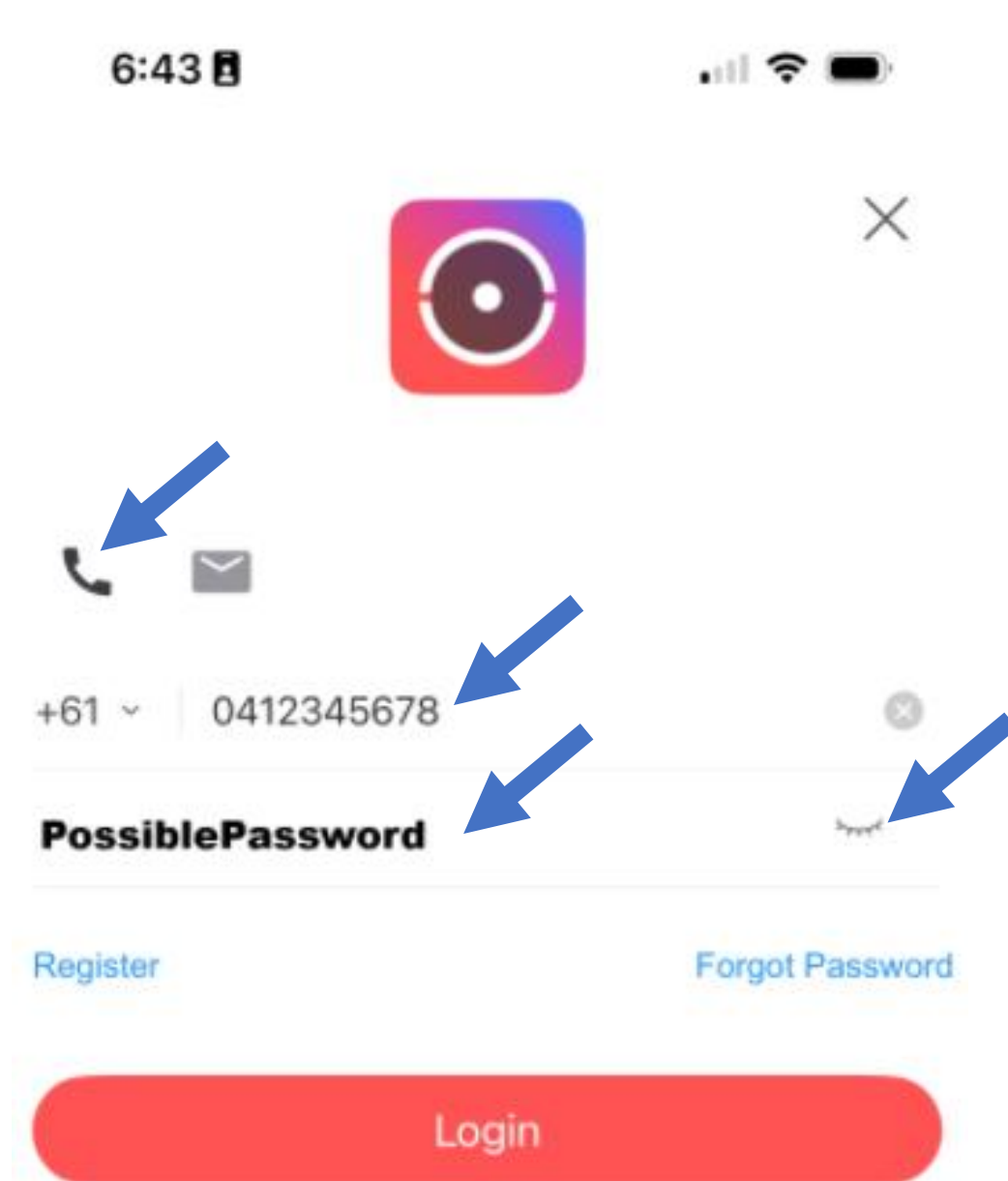
Ensure you are on the Login Screen.

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.

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.

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.
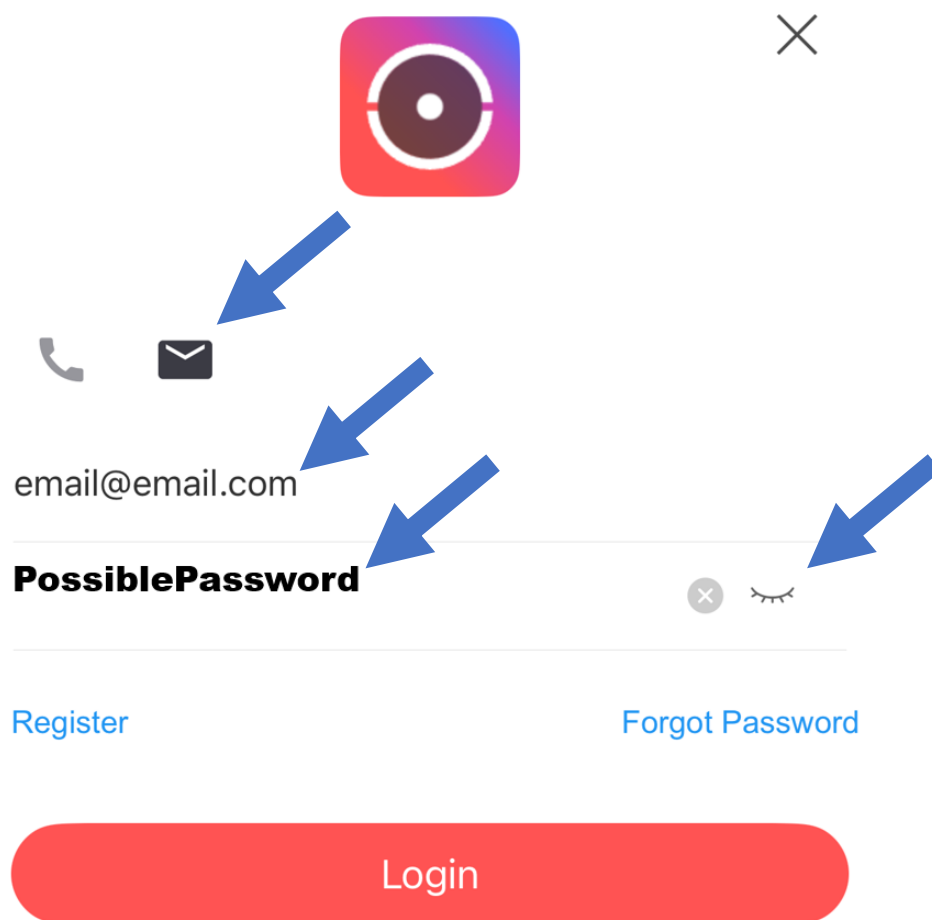
STEP 6

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.

email@email.com

PossiblePassword

Register   Forgot Password

Login

STEP 7

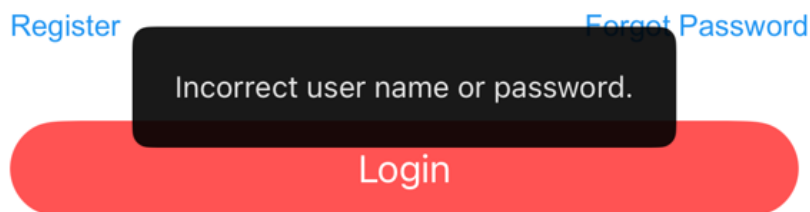If the app logs in successfully, you now know your username and password.

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.
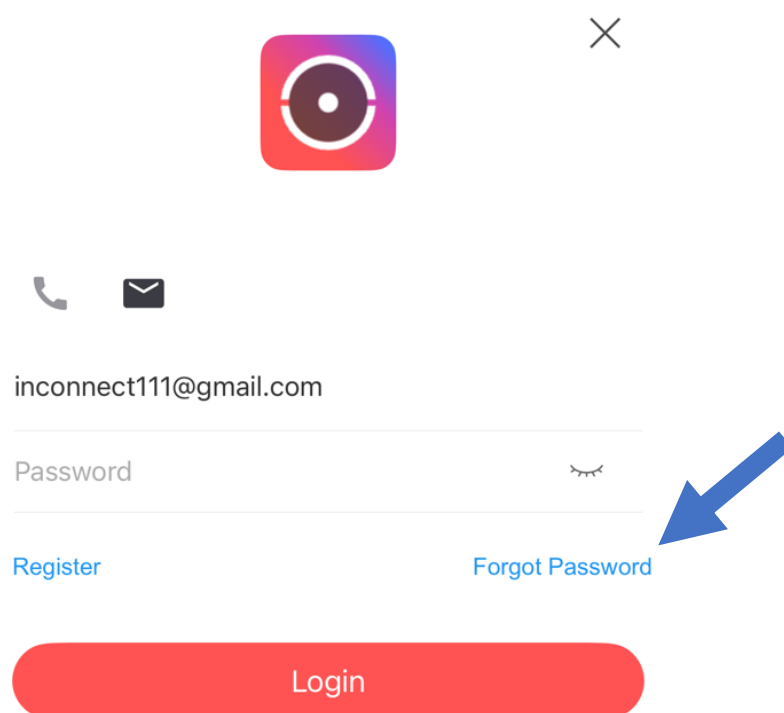

STEP 9

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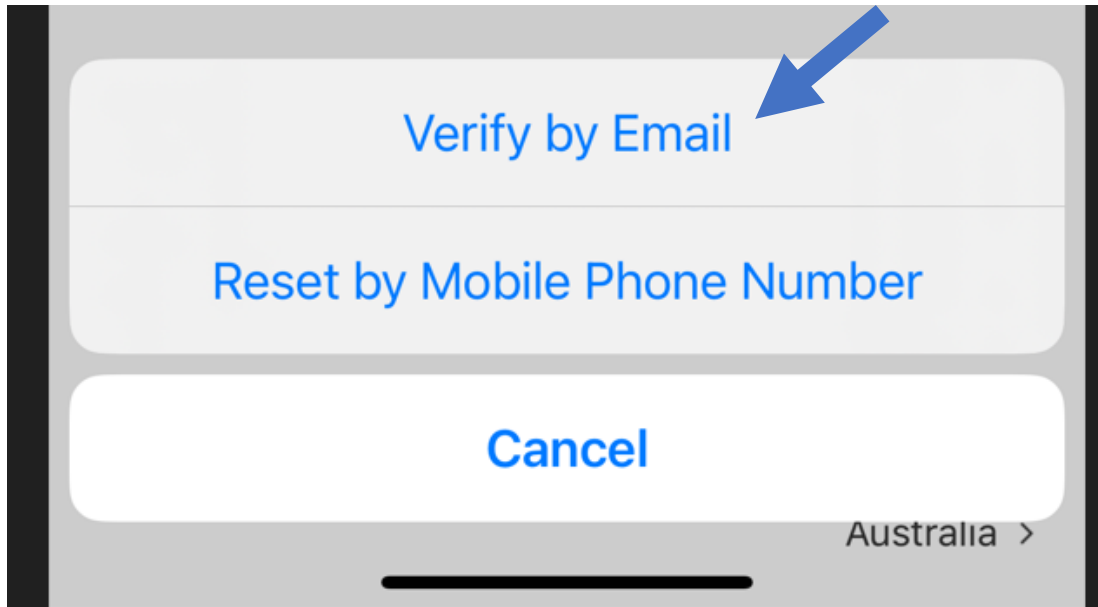
STEP 10

Press 'Forgot Password'.

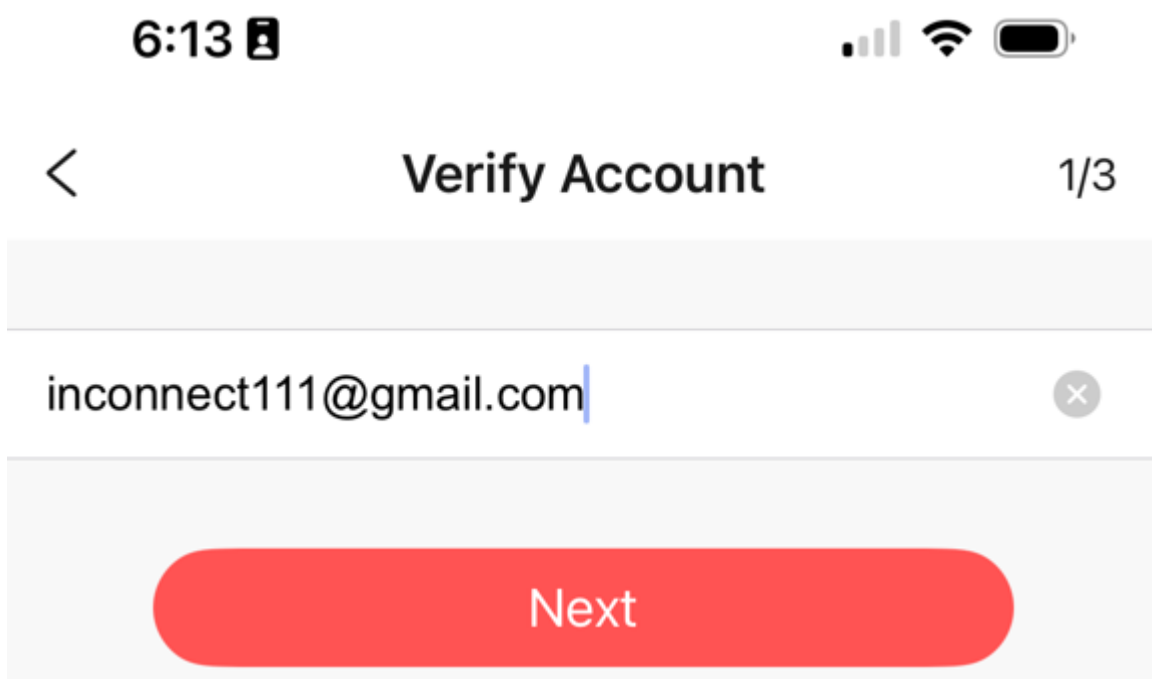## STEP 11

Choose the Verify by Email method.

STEP 12

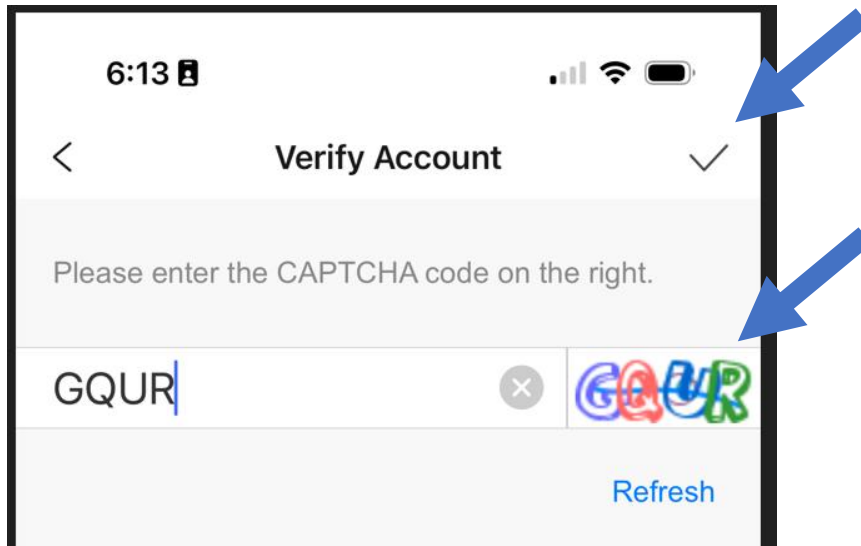Enter your email address.

Press Next.

STEP 13

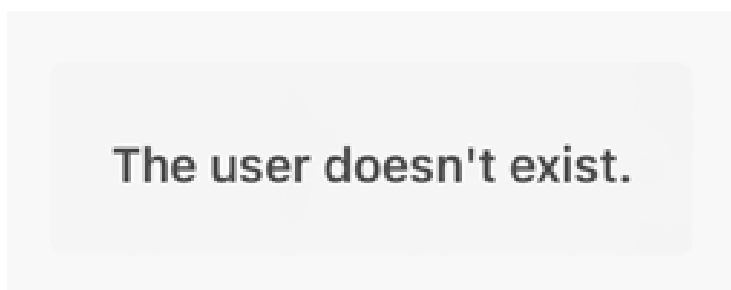Enter the CAPTCHA CODE.

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.
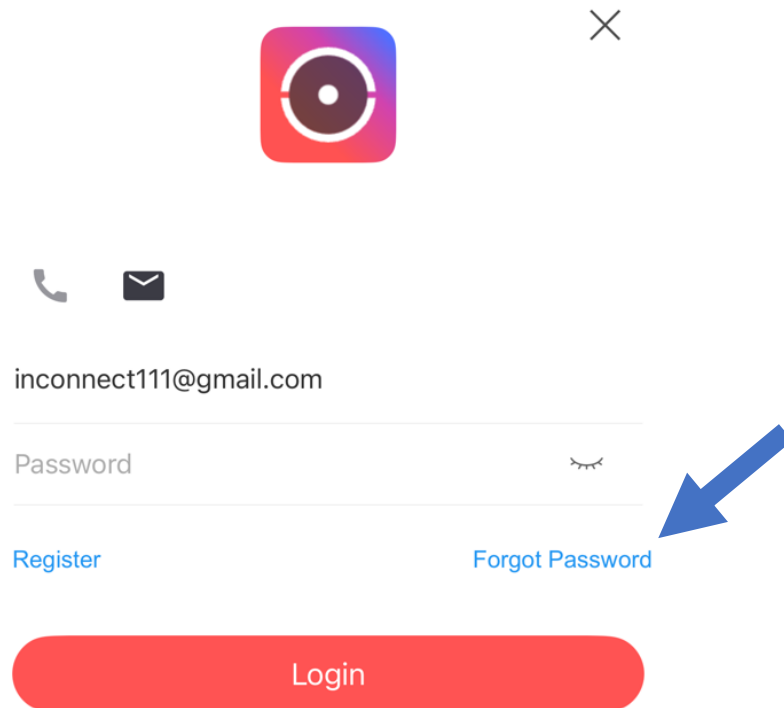

The user doesn't exist.

STEP 16

Go back to the Login Screen.

STEP 17
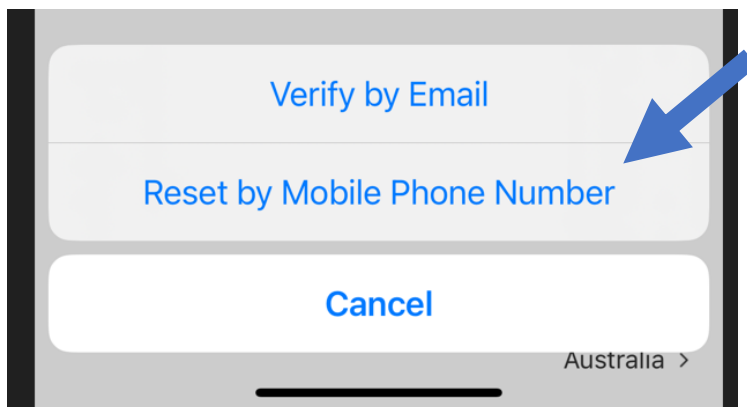
Press 'Forgot Password'.

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STEP 18

Choose the Reset by Phone Number method.
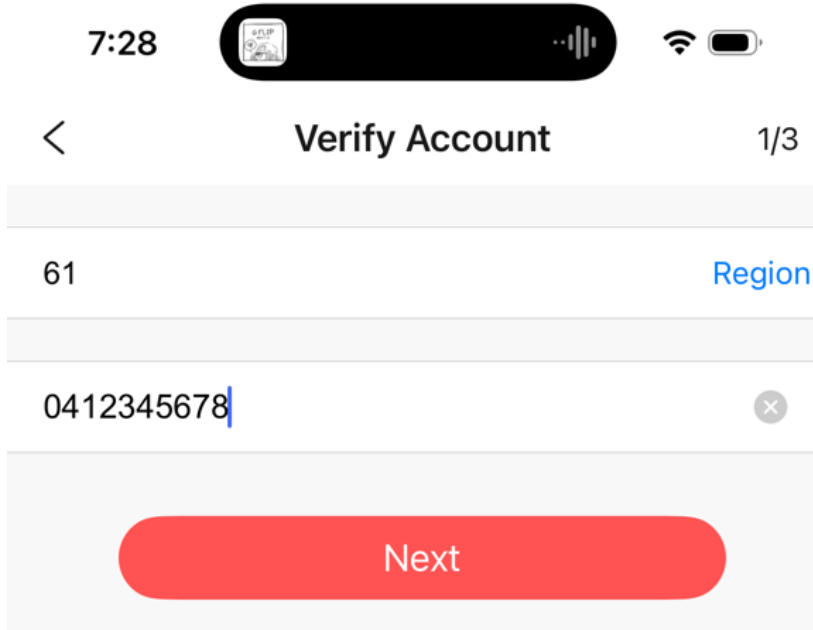
STEP 19

Enter you mobile number.
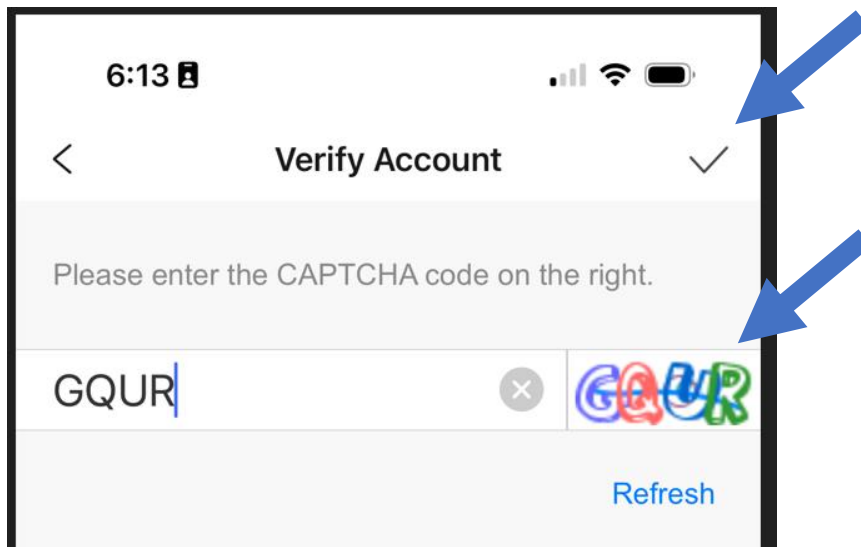
Press Next.

STEP 20

Enter the CAPTCHA CODE.

Press Tick.

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.
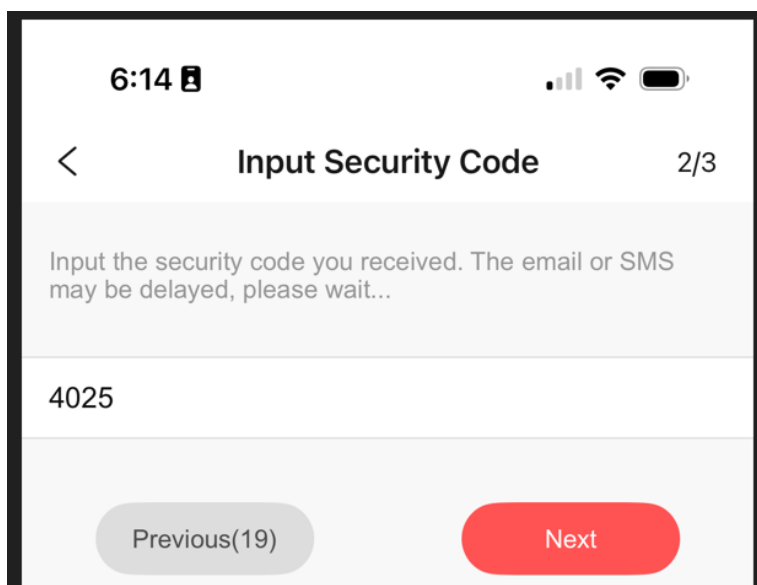
You will need to register a new account.

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).
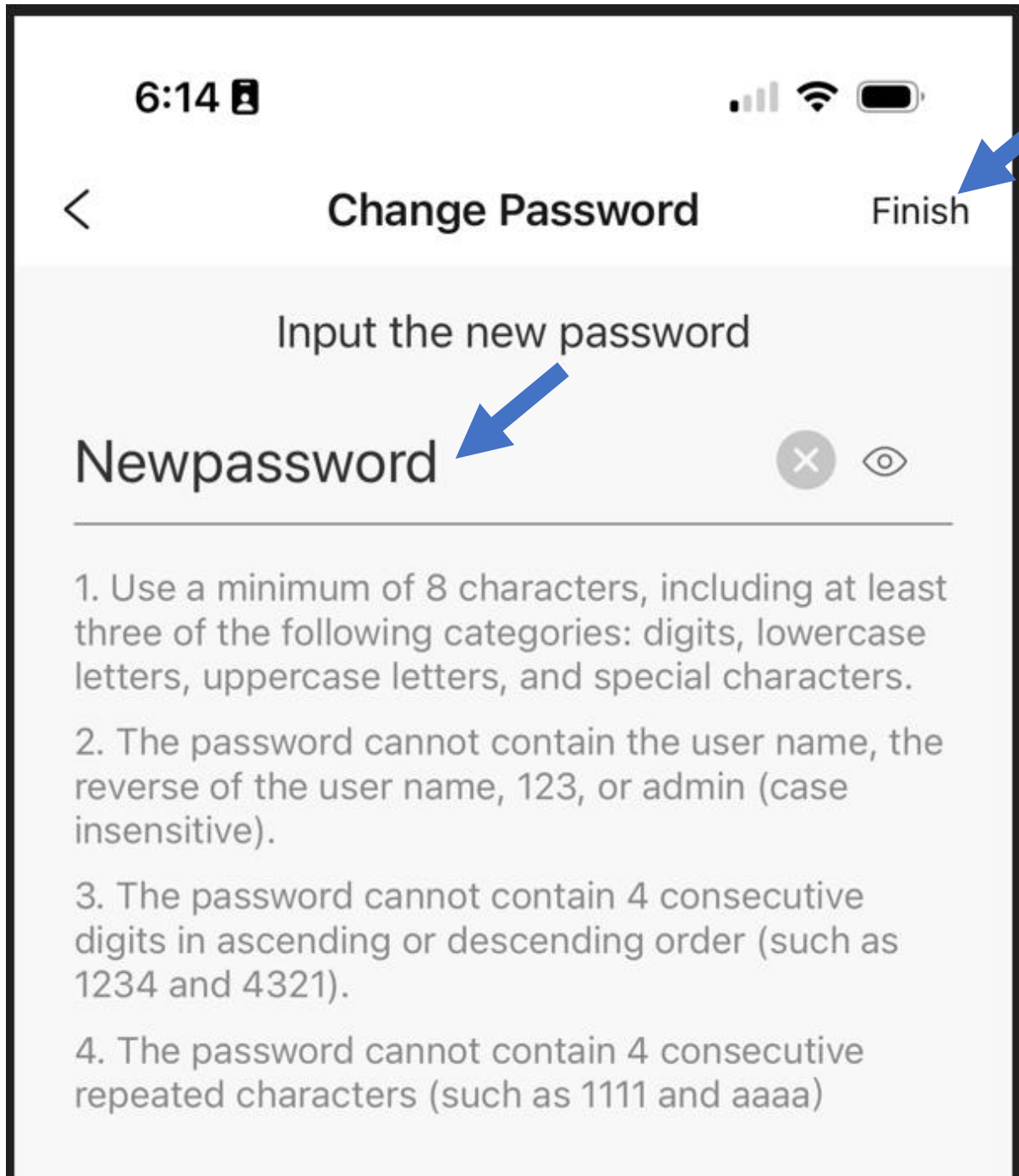
STEP 24

Enter the new password.

Press Finish.

STEP 25

The app will login and go to the Home Screen.

You now know your username and password.