

Mobile - Forgotten Details

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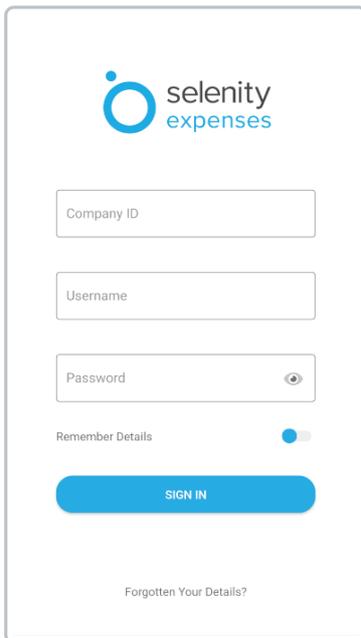
Permissions

You will require the following permissions:

- No permission required

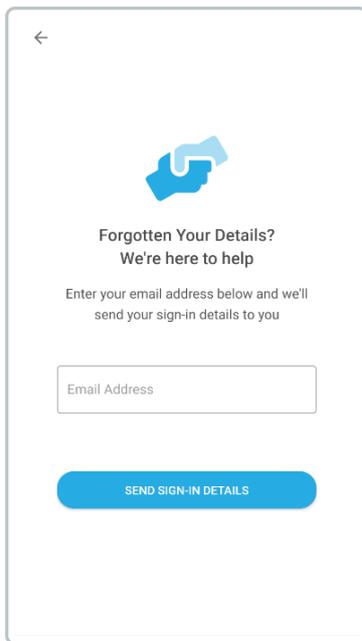
For those annoying moments where you have forgotten your credentials, we have created a quick and secure way to get you up and running again within Selenity Expenses Mobile. This guide will explain how to access your details from the 'Sign-in' page.

1. Tap **Forgotten Your Details?** at the bottom of the 'Sign-in' page. This will display the 'Forgotten Details' page.



The screenshot shows the Selenity Expenses mobile application's sign-in screen. At the top left is the Selenity Expenses logo. Below it are three text input fields: 'Company ID', 'Username', and 'Password'. The 'Password' field includes a small eye icon to toggle visibility. Underneath these fields is a 'Remember Details' toggle switch, which is currently turned on. A prominent blue button labeled 'SIGN IN' is centered below the toggle. At the very bottom of the screen, there is a link that reads 'Forgotten Your Details?'.

2. Enter your email address and then tap **Send Sign-in Details**.



3. If the email address matches the email address within Selenity Expenses, you will receive two emails:
 - **Password Request** - This contains your **Company ID** and **Username**.
 - **Password Details** - This contains a link to reset your password. Tap the link which will open up the Selenity Expenses Mobile app and display the 'Change Password' page. If you are using a computer/laptop to open the link, you will be redirected to the web version of Selenity Expenses to change your password.
 4. Enter a new password and then retype it within the 'Confirm Password' field.
 5. Tap/click **Save**. A confirmation message will appear explaining that your password has changed. You will be signed in to Selenity Expenses Mobile/Selenity Expenses.
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