Mobile - Forgotten Details

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.
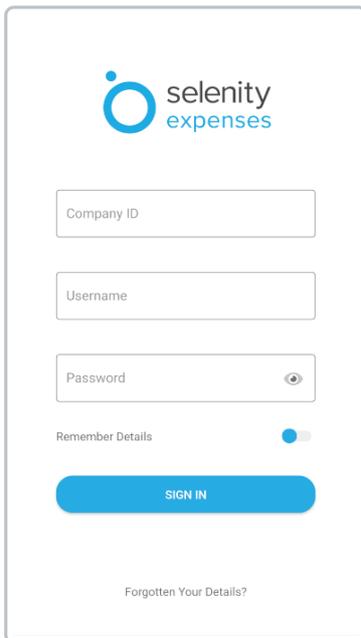
2. Enter your email address and then tap **Send Sign-in Details**.
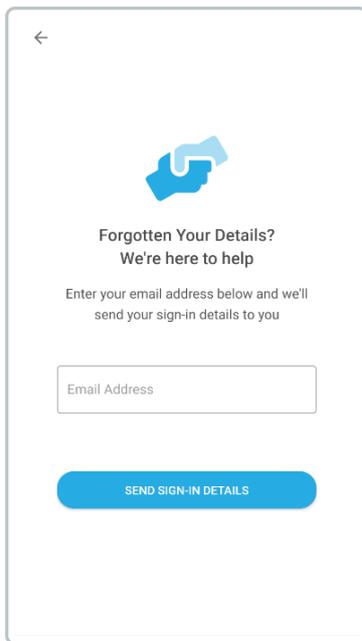
3. If the email address matches the email address within Selenity Expenses, you will receive two emails:

    - **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.