

Portal Password reset process

Purpose of document:

To provide volunteers with steps to reset their Cats Protection Portal password.

Job Title	Level of use
All volunteers	When required

Reference Document Table

Ref#	Description	Location	Filename
1	Cats Protection Portal	Cat Flap Login Page	

If you cannot log in to your portal account, a common way to solve this problem is to reset your password.

- To reset your password, visit [Cat Flap Login Page](#) and click on “Click here to reset your password”.



- Enter your username (e.g. username@[SITE].cats.org.uk) and then click “Email My Password Reset.”

Please enter your username below to reset your password

Your username should look like joe.bloggs@cats.org.uk or joe.bloggs@cardiff.cats.org.uk

Email My Password Reset

Your password reset will be sent to your personal recovery email address.

If this has changed or you do not have a recovery email
please contact BSU@cats.org.uk or call [0800 160 1560](tel:08001601560) for assistance.

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3. If your username is found, an email will be sent to your recovery email address and you will see the following message.

An email has been sent to your personal email to allow you reset your password, which should be received in the next 15 minutes.

If you do not receive this email then please contact BSU@cats.org.uk or call [0800 160 1560](tel:0800 160 1560) for assistance.

[Back to Password Reset](#)

4. Check your personal mailbox (e.g. @hotmail) for the password reset email and click the unique password reset link.

Dear Miatest,

We have received a request to reset your password.

If you did not make this request then this message can be ignored and no changes will be made to your password, otherwise please use the following link to reset your password.

[Reset my password](#)

Kind Regards
Cats Protection

NB - If you receive an “invalid token” error when clicking on the ‘Reset my password’ link in the email, it is likely that the link has expired. Should this happen, simply click ‘Back to Password Reset’ to request a new password reset link.

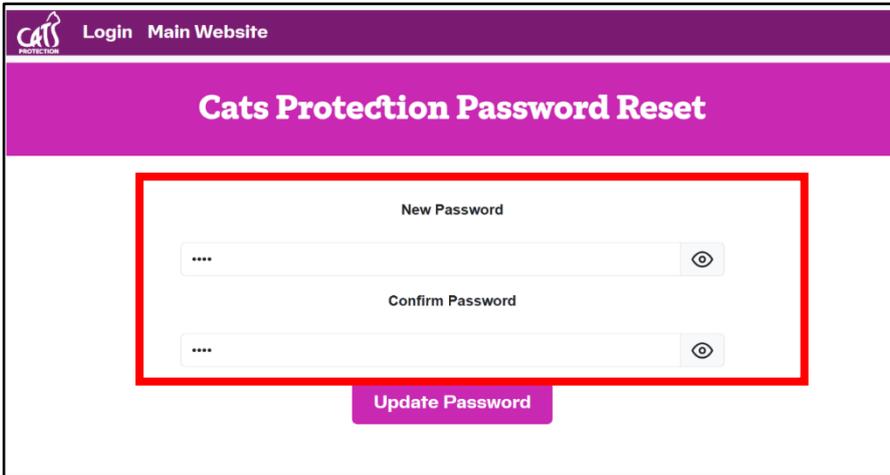
 Login Main Website

Cats Protection Password Reset

Invalid reset token, please try again by the button clicking below.

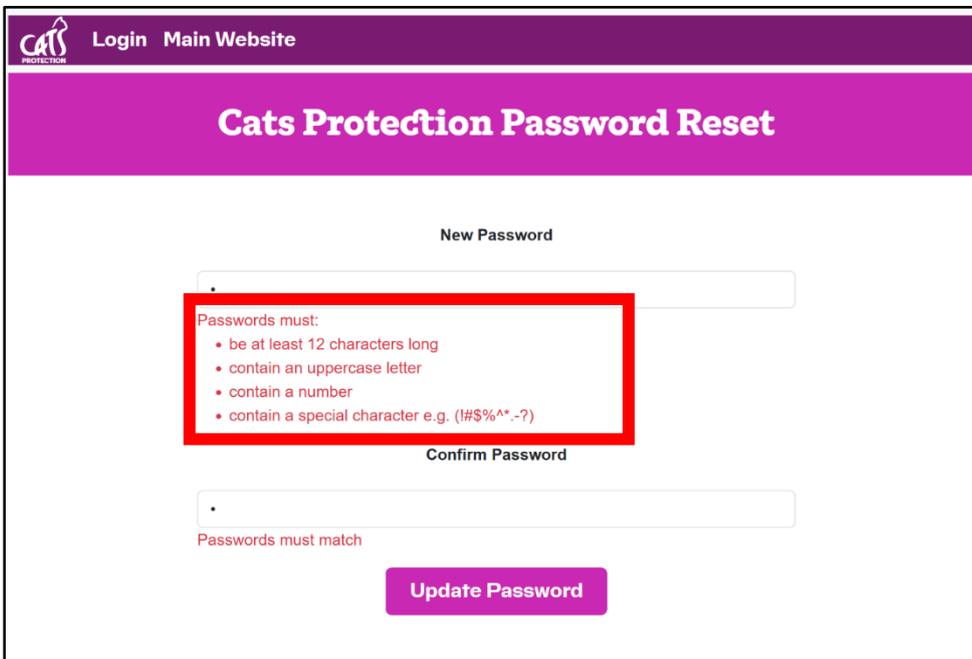
[Back to Password Reset](#)

5. Clicking 'Reset my password' link on the email will open a new page in your browser where you can choose a new password unique to yourself.



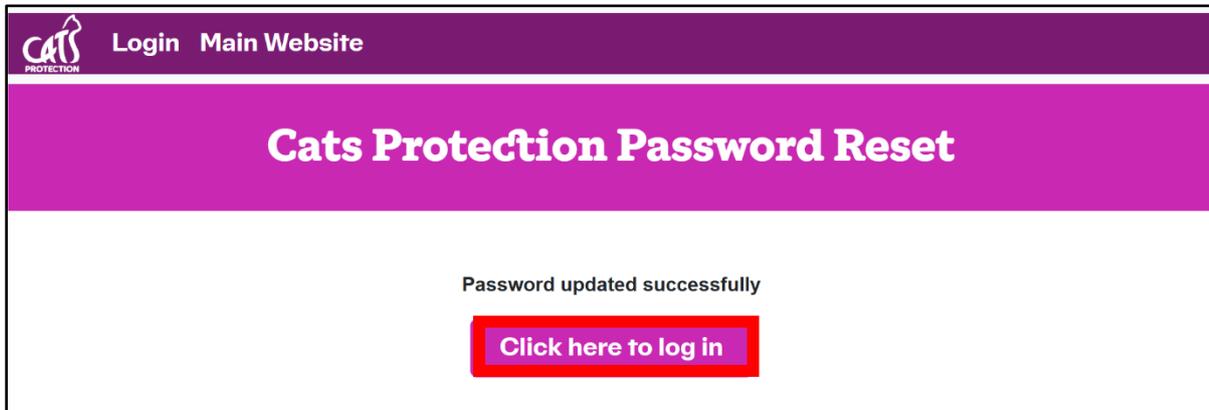
The screenshot shows the 'Cats Protection Password Reset' page. At the top, there is a navigation bar with the CATS PROTECTION logo and links for 'Login' and 'Main Website'. Below this is a purple header with the text 'Cats Protection Password Reset'. The main content area contains two input fields: 'New Password' and 'Confirm Password', both with masked characters (dots) and an eye icon to toggle visibility. A red rectangular box highlights these two input fields. Below the input fields is a purple button labeled 'Update Password'.

6. Your new password must meet the minimum password requirements shown in the screenshot below - if your password does not meet these requirements and/or if your passwords do not match, the password reset will fail. You need to select a password which matches the password requirements.



The screenshot shows the 'Cats Protection Password Reset' page. At the top, there is a navigation bar with the CATS PROTECTION logo and links for 'Login' and 'Main Website'. Below this is a purple header with the text 'Cats Protection Password Reset'. The main content area contains two input fields: 'New Password' and 'Confirm Password', both with masked characters (dots). A red rectangular box highlights the 'New Password' field and a list of password requirements: 'Passwords must: be at least 12 characters long, contain an uppercase letter, contain a number, contain a special character e.g. (!#\$%^&*.-?)'. Below the input fields is a purple button labeled 'Update Password'. A message 'Passwords must match' is displayed below the 'Confirm Password' field.

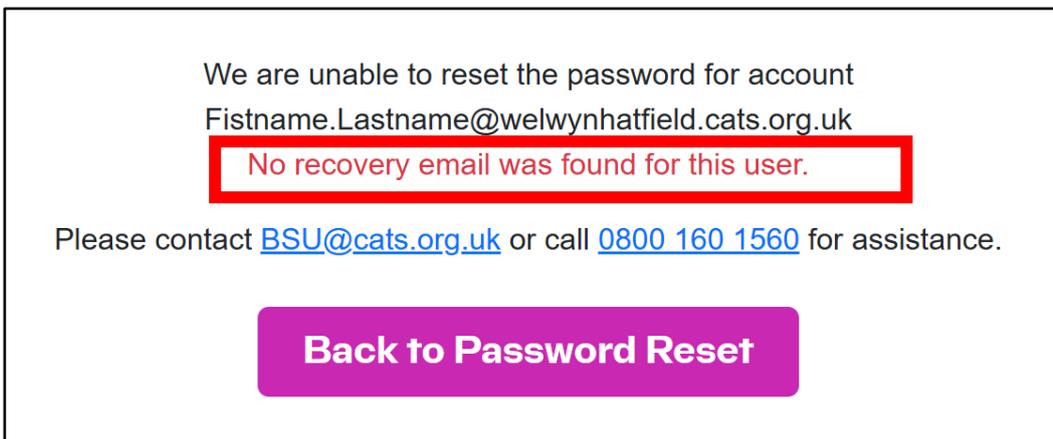
7. You will be presented with the message below to confirm that your new password has been updated successfully. Select “Click here to log in” and log into the Portal.



What else may happen?

There are some scenarios which may occur which will prevent you from resetting your password. These are detailed below:

- 1) If your username is found, but no recovery email exists for your account, you will see the message below. Contact BSU for assistance at BSU@cats.org.uk or call **0800 160 1560**.
Your recovery email address will be a personal email account (example@hotmail.com).



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2. If your username and recovery email is found, but the password reset email fails to send, you will see the message below. Contact BSU for assistance at BSU@cats.org.uk or call **0800 160 1560**

It may be that there is a spelling error in your recovery email address.

We are unable to reset the password for account
Fistname.Lastname@welwynhatfield.cats.org.uk

The password reset email failed to send.

Please contact BSU@cats.org.uk or call [0800 160 1560](tel:08001601560) for assistance.

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3. If your username is not found, you will see one of the messages below, contact BSU for assistance at BSU@cats.org.uk or call **0800 160 1560**

It may be that you have mistyped your username, or there may be an issue with your user account which needs to be resolved.

The username entered was not found.

Please contact BSU@cats.org.uk or call [0800 160 1560](tel:08001601560) for assistance.

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We are unable to reset the password for account
Fistname.Lastname@welwynhatfield.cats.org.uk

The user was not found in Azure.

Please contact BSU@cats.org.uk or call [0800 160 1560](tel:08001601560) for assistance.

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4. If you receive the following error message, it is likely that the account / username you have is not a volunteer account / username. Please contact the IT Service Desk for assistance.

We are unable to reset the password for account Firstname.Lastname@cats.org.uk

The user password cannot be reset as the user is linked to an on premises Azure account.

Please contact ITServiceDesk@cats.org.uk or call [0300 666 0800](tel:03006660800) for assistance.

[Back to Password Reset](#)