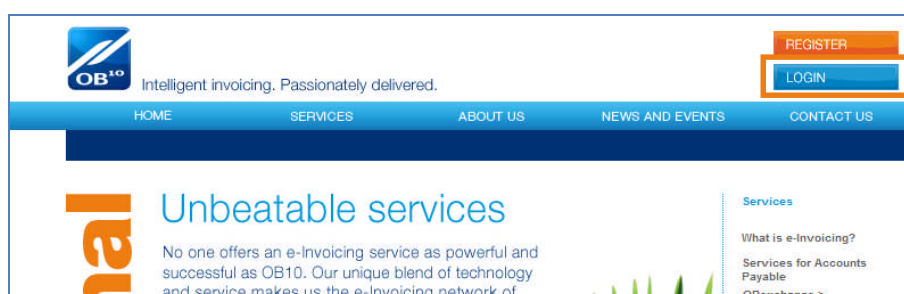


# How To... Log-in to Your OB10 Account

## 1. Go to the OB10 Portal

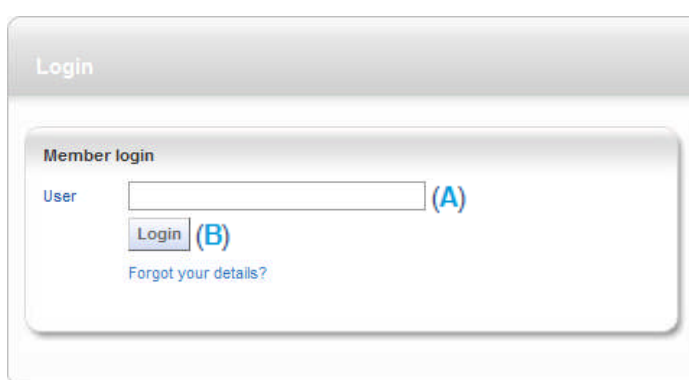
- Go to [www.OB10.com](http://www.OB10.com)
- Click on the 'Login' button



## 2. Enter Your Email

You will be asked to identify yourself;

- Enter your email address (A).
- Click the "Login" button (B).

The image shows a login form with a grey header containing the word 'Login'. Below the header is a rounded rectangular box titled 'Member login'. Inside this box, there is a 'User' label followed by a text input field with a blue '(A)' to its right. Below the input field is a 'Login' button with a blue '(B)' to its right. At the bottom of the box is a link that says 'Forgot your details?'. The entire form is set against a light grey background.

**Note:** If you have problems with the login, click on the text "Forgot your details?"



### 3. Enter Your Password & 2 Characters of Your Memorable Word

Your email address is associated with a password and a memorable word.

- Enter your password (A).
- Enter two alpha or numeric characters from your memorable word as prompted. In the example below, the 1<sup>st</sup> and 9<sup>th</sup> characters are requested (B).
- To submit your credentials, click the "Submit" button (C).
- If you have forgotten your password, click on "click here" (D). You will receive an email from OB10. The email will contain a link that will enable you to re-set your password once you correctly provide your memorable word.
- If you have forgotten your memorable word, click on "click here" (E). You will receive an email that contains the hint you defined to help you remember your memorable word. If the hint is not sufficient, contact your systems administrator.
- If you have forgotten both your memorable word and your password, click on "click here" (F). OB10 will generate a support ticket. Alternatively, contact your system administrator.

**Member login**

Please enter your password

Password  (A)

If you have forgotten your password, click here. (D)

Please confirm your current memorable word.

Letter 7 of your memorable word  (B)

Letter 9 of your memorable word  (B)

(C)

If you have forgotten your memorable word, click here. (E)

If you have forgotten both your memorable word and your password, click here. (F)

## Frequently Asked Questions

### 1. Who do I contact for help?

Please raise a support ticket with OB10 via the Support section in the OB10 Portal (See the 'How to... Raise a Support Ticket' guide). Contact the help desk via telephone (see [www.OB10.com](http://www.OB10.com) for the appropriate telephone number).

### 2. Where is my user profile stored?

Your user profile is part of the information stored as part of your company profile. You will find the company information in the Administration functions after you login to your account.

### 3. Can I change my password?

Yes. After you login, click on Administration and then select "Your Details".

### 4. Can I change my memorable word?

Yes. After you login, click on Administration and then select "Your Details".

