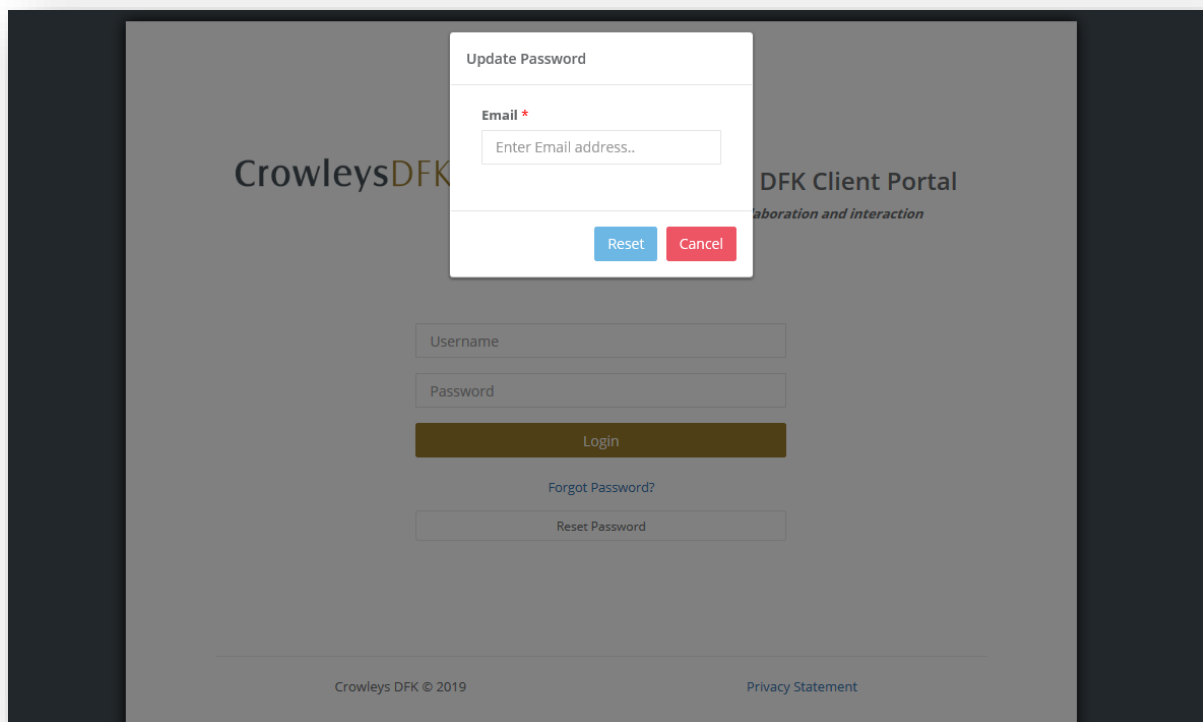

Crowleys DFK Client Portal – Forgot Password Tip Sheet

1. Forgot Password

At the login page:

1. Click the “Reset Password” button to open the update password window.



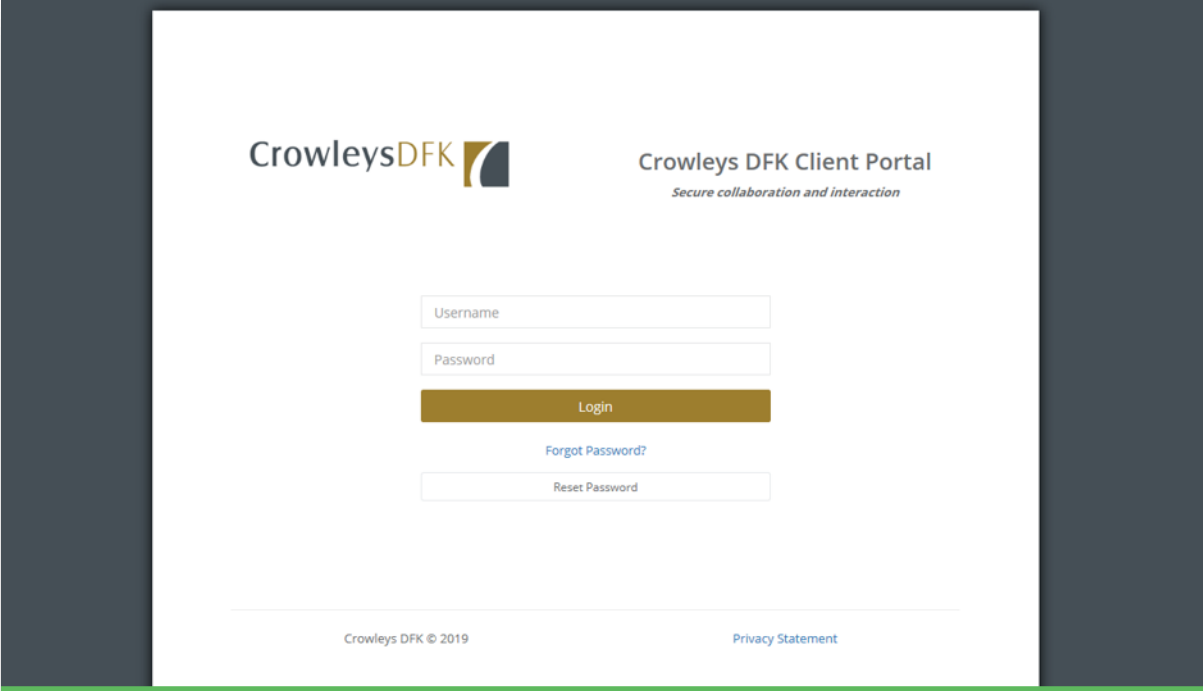
2. Enter the email address linked to your Client Portal account.
3. Click the “Reset” button.


Crowleys DFK Client Portal – Forgot Password Tip Sheet

2. Reset Notification Message

If the email address you provided exists in the Client Portal Database, an email will be sent to you with instructions to reset your password.

Please check your email, including your Junk email folder.



CrowleysDFK  Crowleys DFK Client Portal
Secure collaboration and interaction

Username

Password

Login

[Forgot Password?](#)

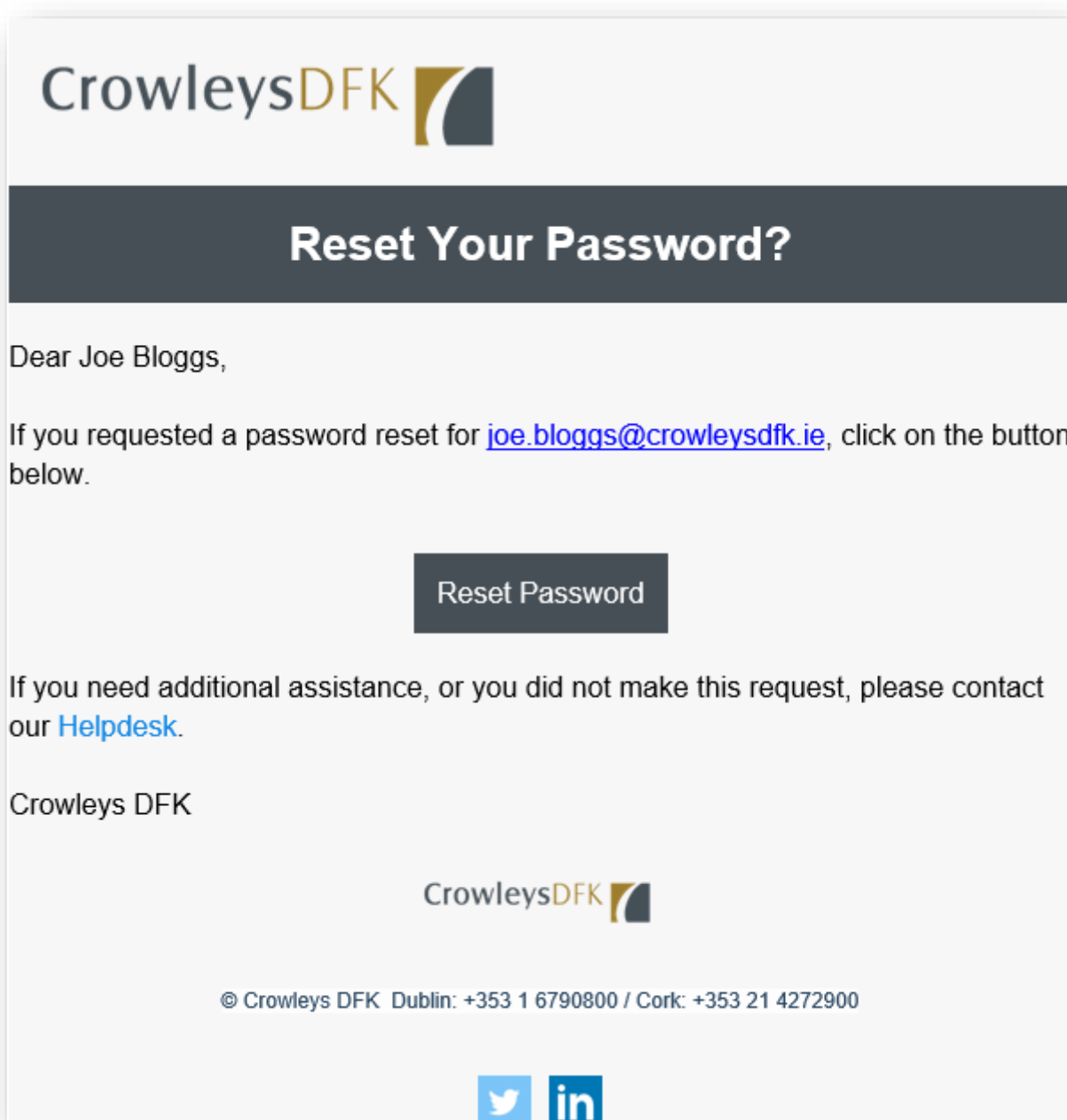
Reset Password

Crowleys DFK © 2019 [Privacy Statement](#)

If the email address you provided exists in the Client Portal database, an email will be sent to you with instructions to reset your password.

3. Email with Instructions

You will receive an email prompting you to click on the “Reset password” button to reset your password.

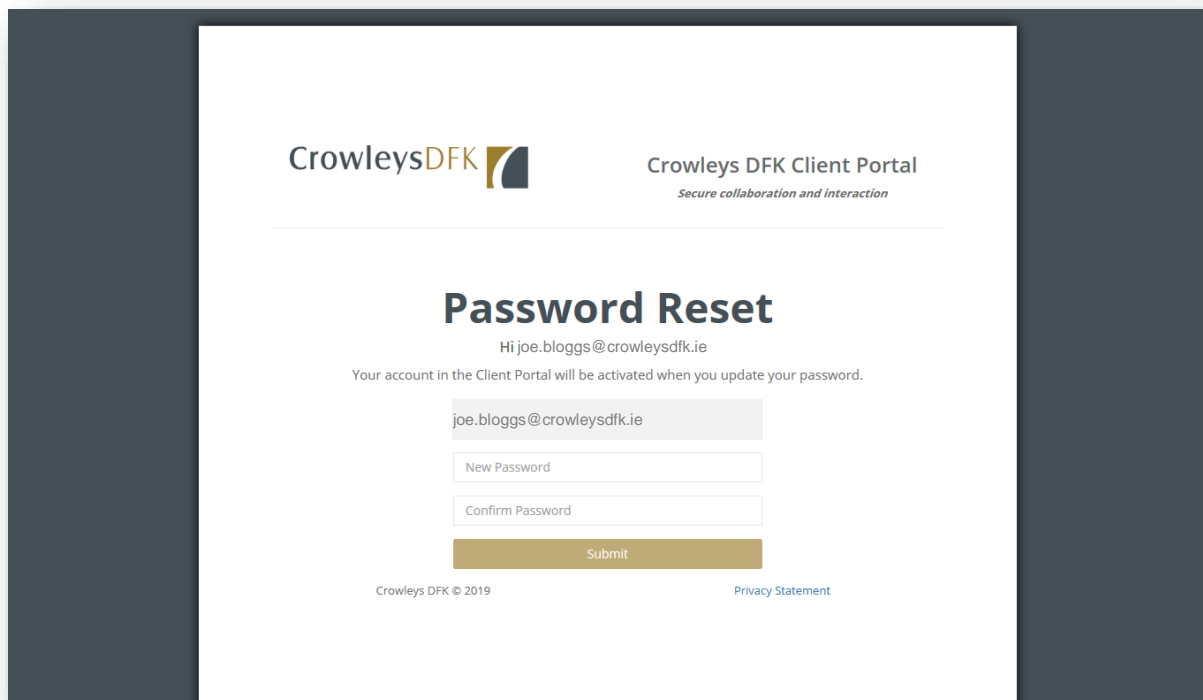


The image shows a screenshot of an email from CrowleysDFK. At the top left is the CrowleysDFK logo. Below it is a dark grey header bar with the text "Reset Your Password?" in white. The main body of the email starts with "Dear Joe Bloggs," followed by the instruction: "If you requested a password reset for joe.bloggs@crowleysdfk.ie, click on the button below." In the center is a dark grey button with the text "Reset Password" in white. Below the button, it says: "If you need additional assistance, or you did not make this request, please contact our [Helpdesk](#)." The email is signed "Crowleys DFK" and includes the CrowleysDFK logo at the bottom. At the very bottom, there is a copyright notice: "© Crowleys DFK Dublin: +353 1 6790800 / Cork: +353 21 4272900" and two social media icons for Twitter and LinkedIn.

Crowleys DFK Client Portal – Forgot Password Tip Sheet

4. Reset Password

When you click on the “Reset Password” button the following window will open:

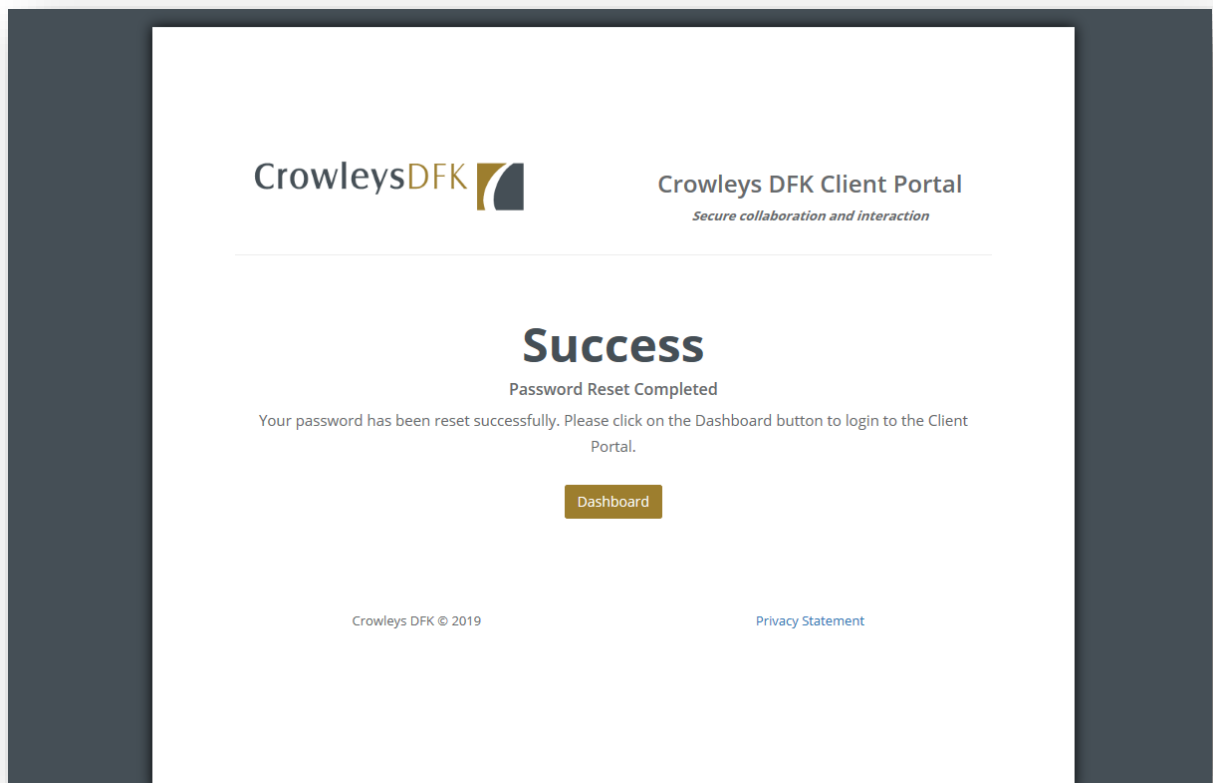


The screenshot shows a web page for password reset. At the top left is the CrowleysDFK logo. At the top right is the text "Crowleys DFK Client Portal" with the tagline "Secure collaboration and interaction" below it. The main heading is "Password Reset". Below this, it says "Hi joe.bloggs@crowleysdfk.ie" and "Your account in the Client Portal will be activated when you update your password." There are three input fields: the first contains "joe.bloggs@crowleysdfk.ie", the second is labeled "New Password", and the third is labeled "Confirm Password". Below these is a gold "Submit" button. At the bottom left is "Crowleys DFK © 2019" and at the bottom right is a link for "Privacy Statement".

1. Enter your email address linked to your Client Portal account
2. Enter your new password
3. Enter your new password again in the “Confirm Password” field
4. Click the “Submit” button

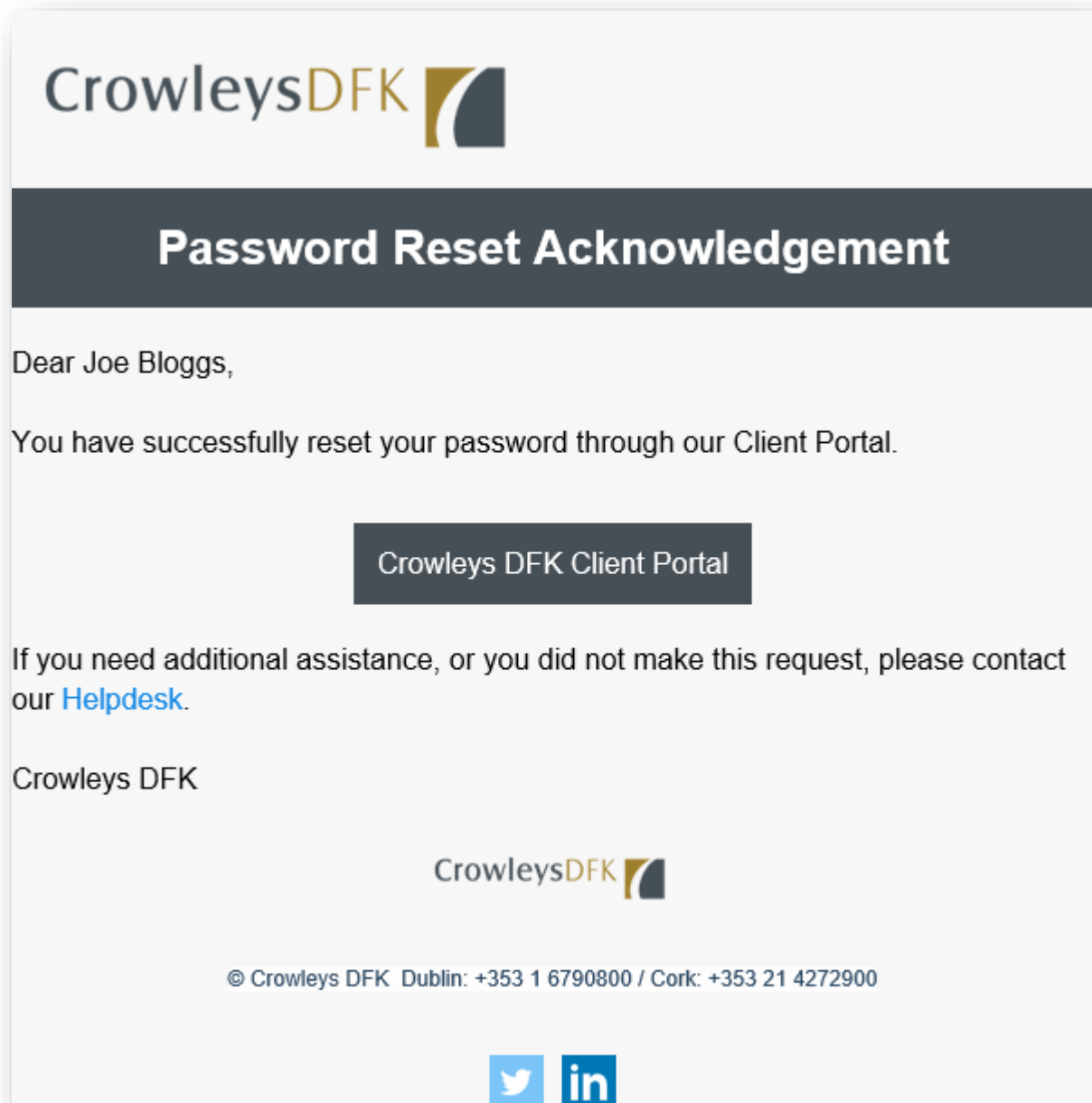
5. Password Reset Confirmation

If successful, the following confirmation window will allow you to click on the “Dashboard” button to return to the login page.




6. Password Reset Acknowledgement

You will receive an email acknowledging your password has been reset.



The screenshot shows an email from CrowleysDFK with the following content:

CrowleysDFK 

Password Reset Acknowledgement


Dear Joe Bloggs,

You have successfully reset your password through our Client Portal.

[Crowleys DFK Client Portal](#)

If you need additional assistance, or you did not make this request, please contact our [Helpdesk](#).

Crowleys DFK

CrowleysDFK 

© Crowleys DFK Dublin: +353 1 6790800 / Cork: +353 21 4272900

