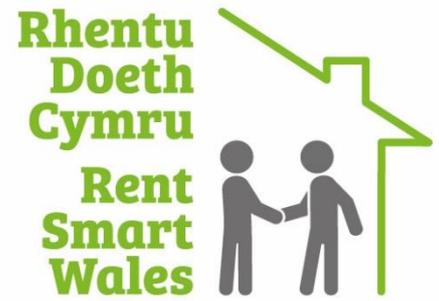


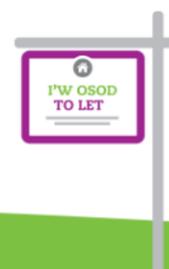
# Rent Smart Wales Official Guide



## Tips and Useful links: Issues with logging on to your account

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Dated: August 2016



**We have created this guide in order to assist with issues logging into your Rent Smart Wales account. If you have tried the following tips and the issue still persists, please do not hesitate to contact us. Please never create a new account if you can't get into your old one; contact us and we will ensure you gain access to your account again.**

- Once you request a new password using the 'lost password' button on our website we suggest you do the following:
  - ✓ Completely close down your browser (not just the tab you are working on) and restart it.
  - ✓ Go to your internet options on your browser and delete cookies and remembered passwords. It is best to never let the browser remember the password to your Rent Smart Wales account.
- After you have done this, you should locate the email sent to you from [noreply@rentsmart.gov.wales](mailto:noreply@rentsmart.gov.wales) and log in with your username and new password. It is best to copy and paste the new temporary password from the email into the password field on the website to ensure it is added exactly as shown (remember it is case sensitive).
- Remember your username is also case sensitive and must be entered exactly as seen, so make sure that you are including the right lowercase and capital letters, etc.
- Once you have logged in with your temporary password you will be asked to create a new permanent password. When choosing a new password, please ensure that it contains at least one uppercase letter, at least one lowercase letter, a number and a symbol e.g. \$?!%. The password must be a minimum of 7 characters long.
- Our website is supported on the following browsers: Internet Explorer, Firefox, Safari and Chrome. If you are not using one of these browsers, we suggest trying one of these.

**! Remember:** It is best practice to log out of the Rent Smart Wales website every time you leave it and completely close down the browser (not just the tab you are working on). This gives the website chance to refresh itself and will help it work to its optimum capability.

If you attempt a password more than 5 times in a row it will lock you out of your account. The only way to gain access again is to request a new password via the 'lost password' function and to follow **all** the steps as detailed above (and importantly closing down the browser completely before trying to log in again).

**If you can't remember your username; either locate it in your emails (by searching for emails from [noreply@rentsmart.gov.wales](mailto:noreply@rentsmart.gov.wales) with the title: Account Activation for Rent Smart Wales / Actifadu Cyfrif Rhentu Doeth Cymru) or contact Rent Smart Wales and we can assist you.**

**If you are unaware of how to complete some of these processes, we have provided some useful links for you below in regards to deleting cookies and browser history.**

### **Deleting Cookies:**



If you are using Microsoft Internet Explorer

<https://support.microsoft.com/en-us/kb/2500386>



If you are using Google Chrome:

<https://support.google.com/chrome/answer/95606?co=GENIE.Platform%3DDesktop&hl=en>



If you are using Mozilla Firefox:

<https://support.mozilla.org/en-US/kb/password-manager-remember-delete-change-and-import>



If you are using Apple Safari:

[https://support.apple.com/kb/index?page=search&type=organic&src=support\\_searchbox\\_main&locale=en\\_GB&q=cookies](https://support.apple.com/kb/index?page=search&type=organic&src=support_searchbox_main&locale=en_GB&q=cookies)

### **Deleting browser history:**



If you are using Microsoft Internet Explorer

<https://support.microsoft.com/en-gb/help/17438/windows-internet-explorer-view-delete-browsing-history>



If you are using Google Chrome:

<https://support.google.com/chrome/answer/2392709?co=GENIE.Platform%3DAndroid&hl=en-GB>



If you are using Mozilla Firefox:

<https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>



If you are using Apple Safari:

[https://support.apple.com/kb/PH17184?locale=en\\_GB](https://support.apple.com/kb/PH17184?locale=en_GB)