Problems logging into the Portal??

We have had a number of issues raised in regards to resetting passwords. When clicking the reset link, the site will generate a unique link to reset the password. This link will emailed to you. It has been reported that the link does not appear to work.

This is due to users clicking the reset password multiple times. This generates multiple reset links, each one overwriting the one before.
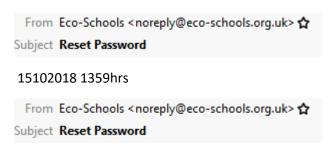
Please check when you are choosing the link to reset Password, please make sure it is the most recent link.

How do I do this?
In your email settings it will have a time and date when the email was sent.

Example;

15102018 1358hrs

From Eco-Schools <noreply@eco-schools.org.uk> ☆
Subject **Reset Password**

15102018 1359hrs

From Eco-Schools <noreply@eco-schools.org.uk> ☆
Subject **Reset Password**

Which one should you choose?
The one at 1359hrs as this would have overwritten the one at 1358!

From Eco-Schools <noreply@eco-schools.org.uk> ☆
Subject **Reset Password**

Eco-Schools Portal

Hello!

You are receiving this email because we received a password reset request for your account.

Reset Password

If you did not request a password reset, no further action is required.

Regards,
Eco-Schools Portal

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: https://members.eco-schools.org.uk/password/reset /7f21bf37ba3d0d3061841a356f5bb4985922d91ee0f040b73f54a91ba6b0f6a6

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