



WHAT TO DO IF YOU FORGET
YOUR PASSWORD

CLIENT ONLINE PORTAL

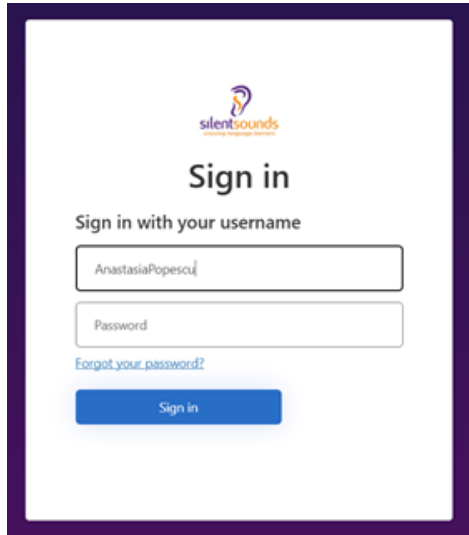


Welcome to the interpreter portal

[SIGN IN](#)

HOW TO RESET YOUR PASSWORD

Step 1



The screenshot shows the 'Sign in' page for Silent Sounds Communications. At the top is the company logo. Below it, the text 'Sign in' is followed by 'Sign in with your username'. There are two input fields: the first contains the username 'AnastasiaPopescu' and the second is labeled 'Password'. A blue link for 'Forgot your password?' is positioned below the password field. At the bottom is a blue 'Sign in' button.

Silent Sounds Communications is no longer able to manage users passwords.

If you have forgotten your password, you will need to enter your new username issued from Silent Sounds which cannot be changed.

Enter this username, and click ['Forgot your password?'](#)

Step 2

Silent Sounds Communications Ltd account email verification code

Microsoft on behalf of Silent Sounds Communications Ltd <msonlineservicesteam@microsoftonline.com>
To: Silent Sounds Recruitment

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

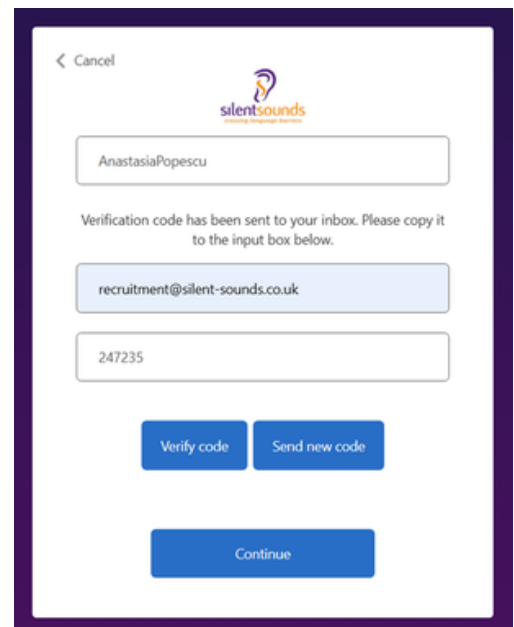
Verify your email address

Thanks for verifying your recruitment@silent-sounds.co.uk account!

Your code is: 247235

Sincerely,
Silent Sounds Communications Ltd

This message was sent from an unmonitored email address. Please do not reply to this message.



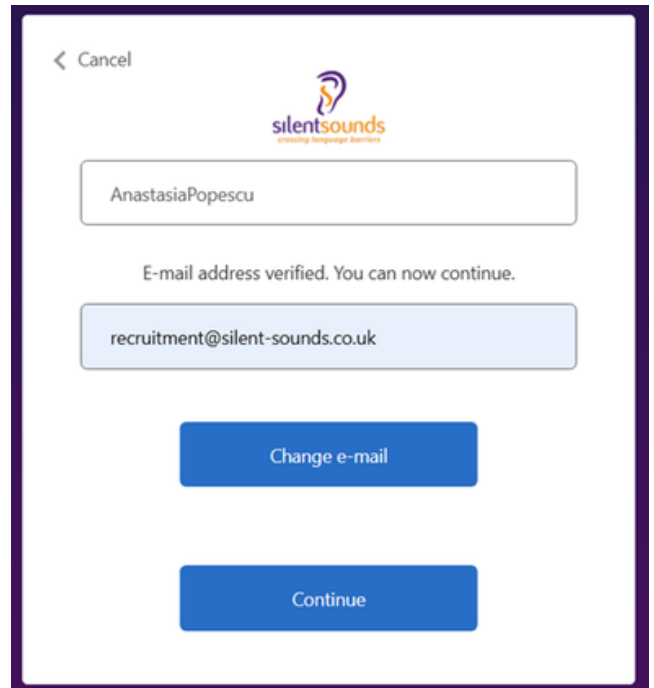
The screenshot shows the password reset verification page. At the top is the company logo. Below it, the username 'AnastasiaPopescu' is entered in an input field. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this is an input field containing the email address 'recruitment@silent-sounds.co.uk'. Another input field contains the verification code '247235'. At the bottom are three buttons: 'Verify code', 'Send new code', and 'Continue'.

You should receive a verification code to your email address. Copy and paste the code in the section as seen above and click on 'Continue'.

Step 3

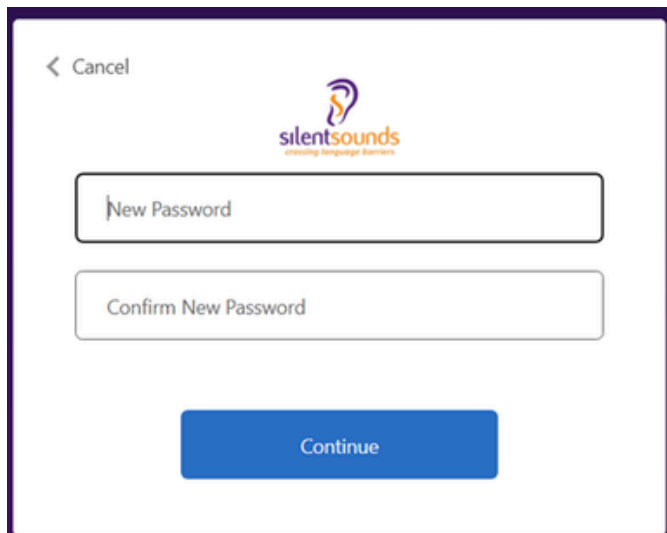
Now that your email has been verified, simply click 'Continue'.

NB: At this stage, please disregard the 'Change e-mail' tab'.

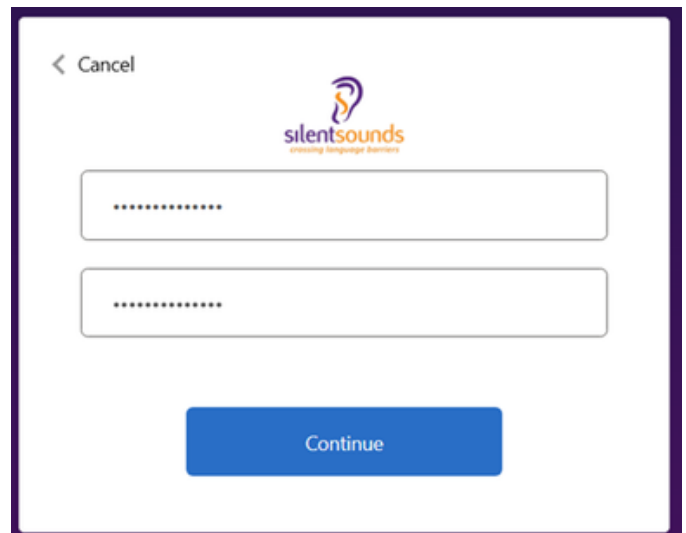


The screenshot shows a mobile app interface for email verification. At the top left is a back arrow and the word "Cancel". The "silentsounds" logo is centered at the top. Below the logo is a text input field containing "AnastasiaPopescu". Underneath is the text "E-mail address verified. You can now continue." followed by a highlighted text input field containing "recruitment@silent-sounds.co.uk". At the bottom are two blue buttons: "Change e-mail" and "Continue".

Step 4



The screenshot shows a mobile app interface for creating a new password. At the top left is a back arrow and the word "Cancel". The "silentsounds" logo is centered at the top. Below the logo is a text input field labeled "New Password". Underneath is another text input field labeled "Confirm New Password". At the bottom is a blue button labeled "Continue".



The screenshot shows a mobile app interface for confirming the new password. At the top left is a back arrow and the word "Cancel". The "silentsounds" logo is centered at the top. Below the logo are two text input fields, each containing a series of dots to represent masked characters. At the bottom is a blue button labeled "Continue".

Enter your new password, confirm password and click 'Continue'. Once the password has been updated, the system will prompt you to log in again using the new password credentials.