

Active App – How to reset a password

To change your active pin to password

First go to the Active App – “Go to My Bookings” (basket icon) at the bottom of the page.

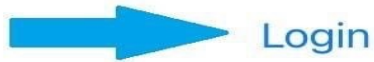


You will then have the option to log in:

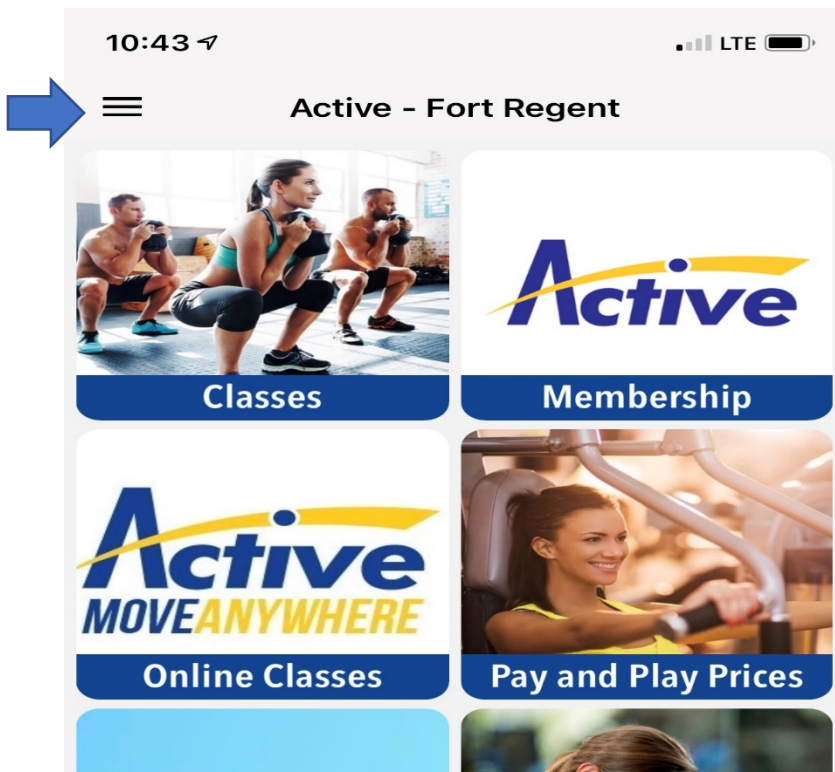
\\slr2\slrdata\templates\normal.dot

ENSURE YOU ARE
COMPLETELY LOGGED
OUT BEFORE STARTING,
THEN CLICK TO LOGIN

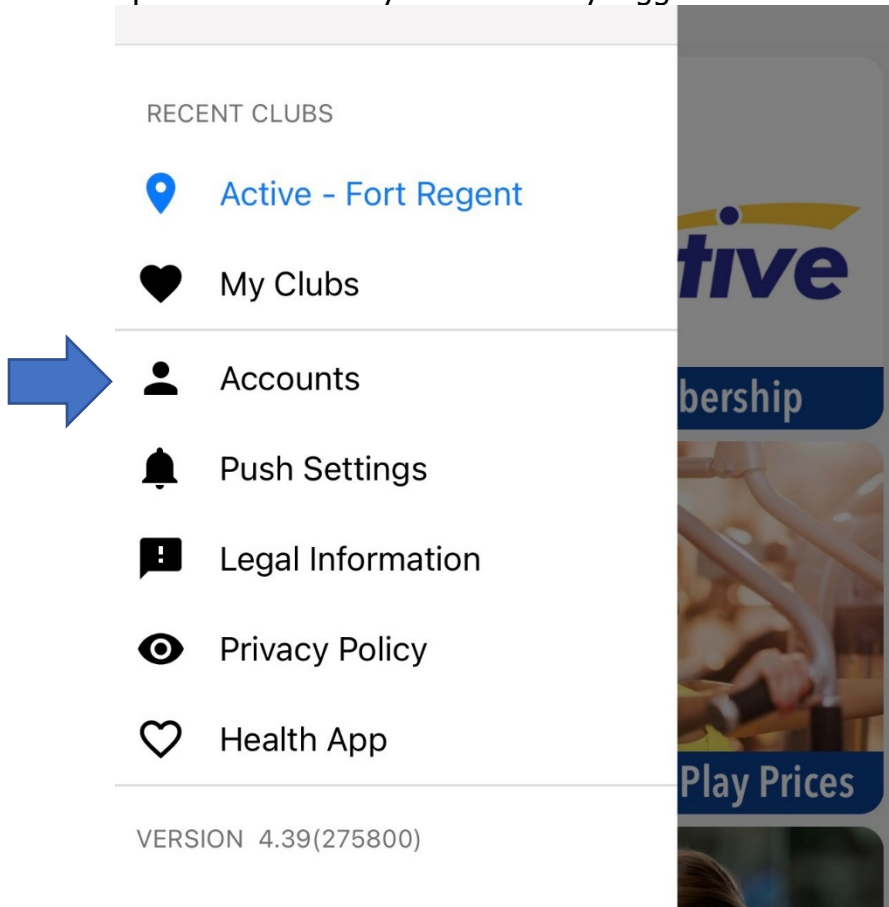
Login to see your bookings.



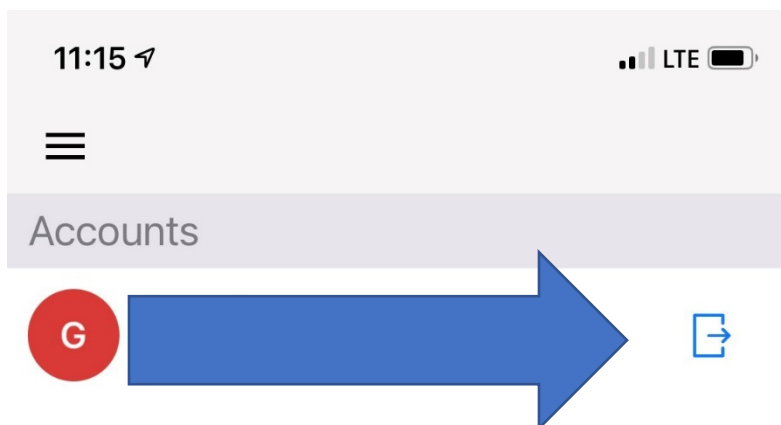
Make sure you are logged out, you will need to click on the 3 lines at the top left of the main active page:



Then you will see a drop down, Click on accounts, if you do not have accounts as an option that means you are already logged out.



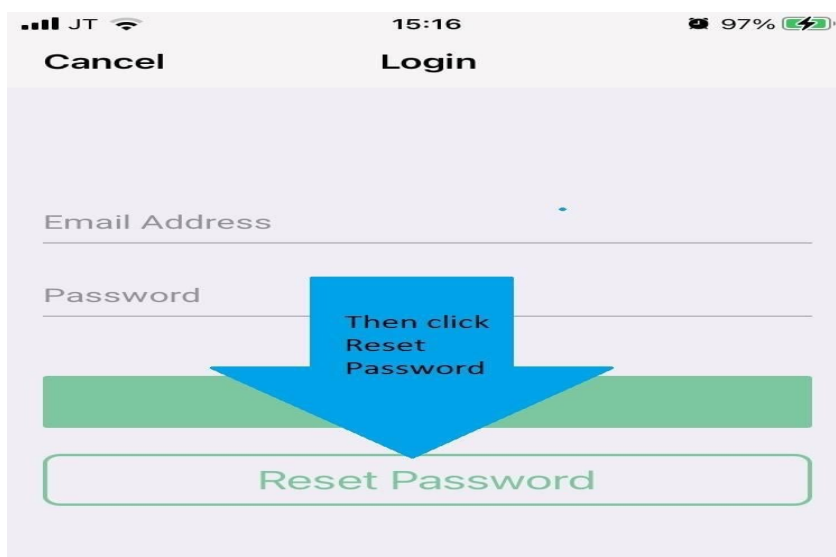
Click on the Blue rectangle with the arrow to log out:



In the basket click Log in - you will see this pop up "login failed"



Press "OK" you will then see "Reset Password" Click this:



You will be directed to this:

Change Password

Password request

Please enter your Email Address.

You will then be sent details of how to obtain a new Password.
These details will be sent to your registered email address.

Email Address

Active@user.com

Request Password

Privacy Policy

Enter email address then click Request Password

Once you have entered your email address you will receive this confirmation, go to your emails and follow the link.

Change Password

Help Login

Active Online

An email has been sent to you

When you get this email follow the link within the email to reset your Password.

Return to login page

Privacy Policy

Go to your emails and follow the link

You will receive an email with your Member ID, this will be a number please take note of this or copy and paste it as you will need it. Then click on the link in the email:

We have received a request to reset your internet password.

In order to do this please copy the following link into your web browser and then enter your Member ID (as detailed below) and new PIN.

Member ID: 4010495

Note your member id for the next step

<https://your02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fjersey.leisurecloud.net%2FConnect%2FMemberManagement%2Fmrmpasswor7Cadadbb134e6c485a0ff708d89077fd38%7C2b5615117ddf495c8164f56ae776c54a%7C%7C0%7C637418192327055797%7CUnknown%7CTWFpbGZ3D%7C1000&sdata=Ssu0LQH00q2IYoClyqZTYr8Vn6irn78SxOdgzMOYwvc%3D&isred=0>

If you have not requested a password reset then please contact us immediately.
Our email address is noreply@leisurecloud.net and our phone number is 01481 401049.

This email was sent by

Fort Regent St Helier, JE2 4UX

Click
the link

When you follow the link you will see the option to reset password, complete the form, Do Not allow your phone to auto fill passwords (troubleshooting), take note of your new personal password and save!

Active Online

Reset Password

Please enter your login and personal password below:

Your personal Member ID

4010495

Your personal Password

Confirm Password

Save

Complete
the form
then click
save

To log back into your Active App with your new password simply go back to My Bookings:

\\slr2\slrdata\templates\normal.dot



Log in with your email address and new password.

Troubleshooting for Active App Password Reset:

\\slr2\slrdata\templates\normal.dot

- Email addresses that are icloud or sometimes polish are not receiving the email with the link to reset password.
- Members are allowing their phones/tablets to autofill when filling in their new password, this happens if their old password is saved to the phone. Make sure you manually fill in the new password and manually fill in your new password for the first time when logging back in.
- If the customers email address they are using does not match the email address we have on for their active account it will not work, the correct email address should be updated for their account, active or CSA's are able to do this.
- If the same email address is registered for 2 different accounts (example a couple have registered one email address for both). Each account needs to have a separate individual email address to work.
- Too many failed attempts, logging in with the wrong password or email address will result in the account being locked.