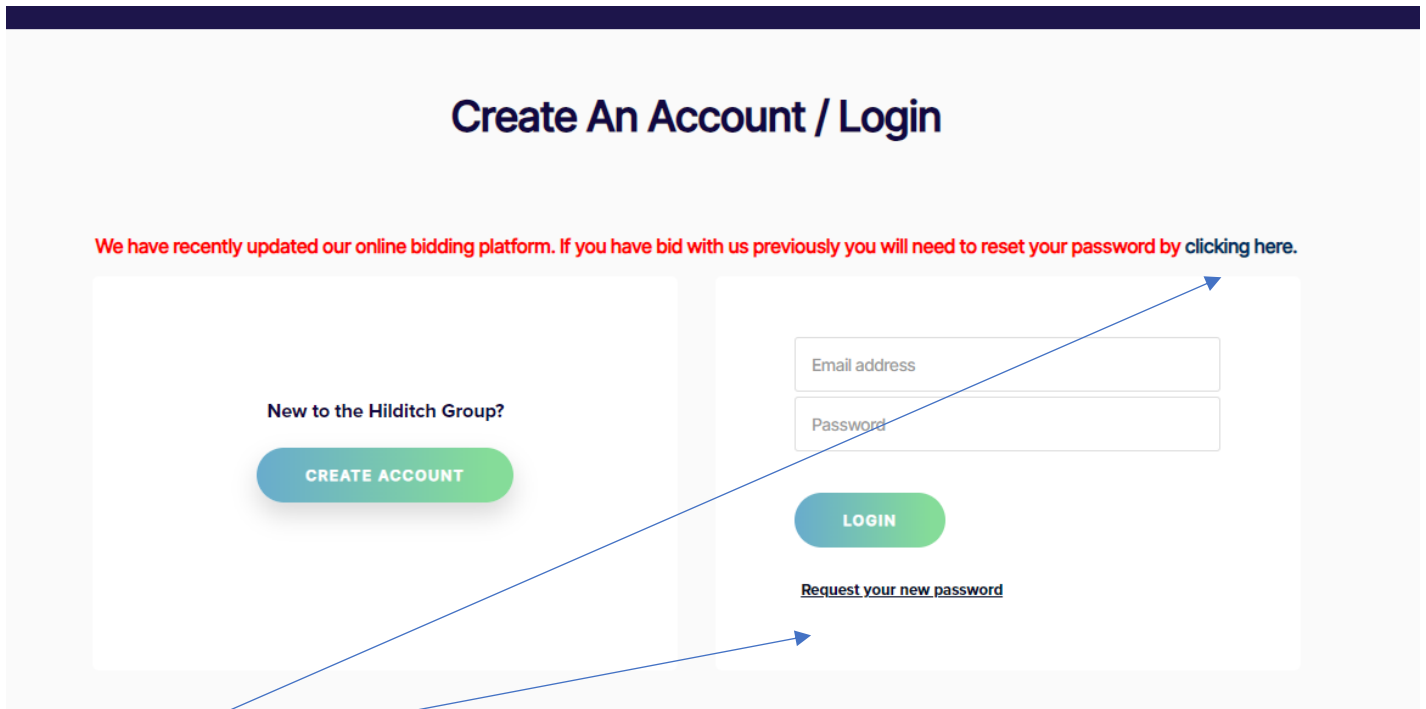


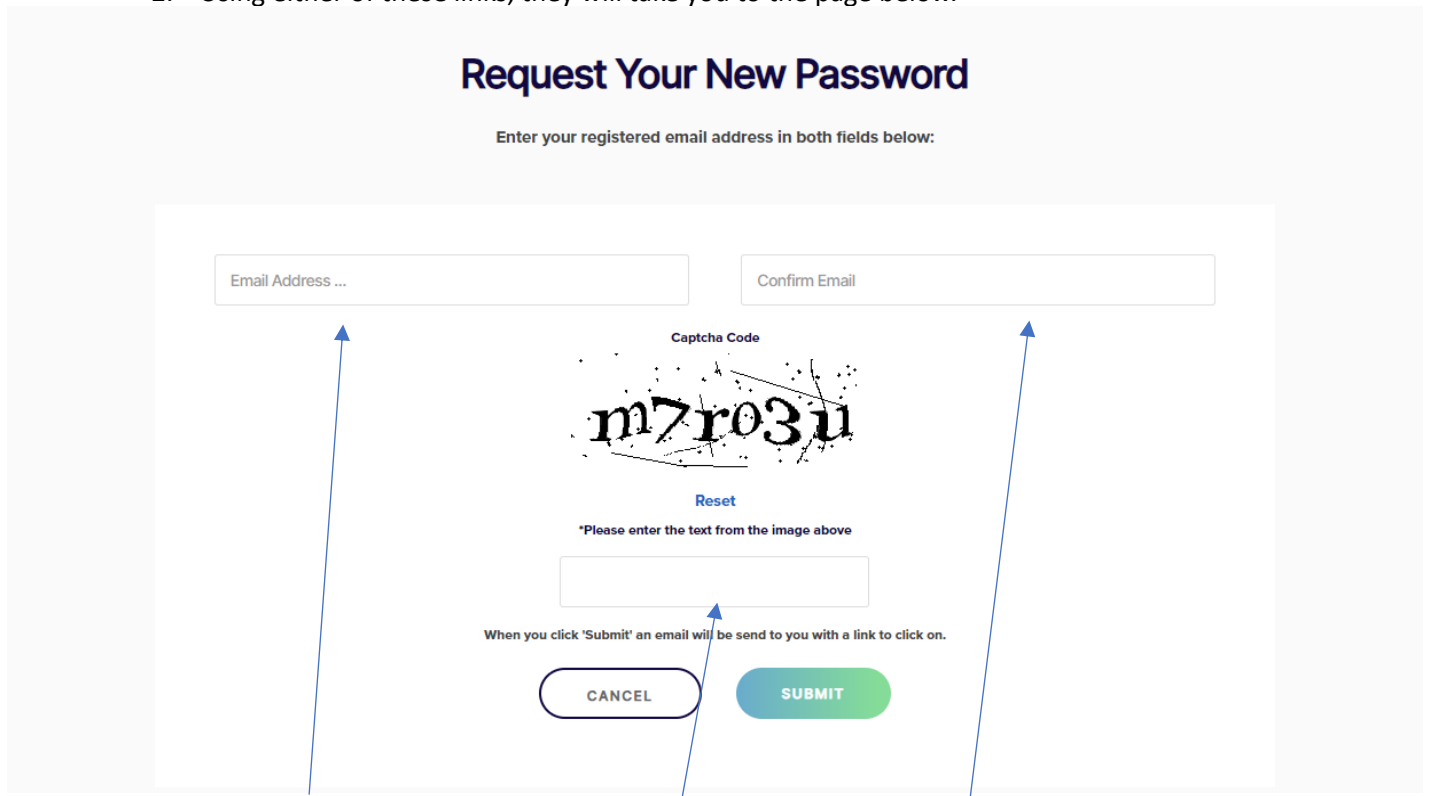
REQUESTING A NEW PASSWORD FOR YOUR ACCOUNT

1. On the Hilditch Website, go to the log in page, which should look like the below.



The screenshot shows the 'Create An Account / Login' page. At the top, a red banner reads: 'We have recently updated our online bidding platform. If you have bid with us previously you will need to reset your password by [clicking here](#).' Below this, the page is split into two sections. The left section, titled 'New to the Hilditch Group?', contains a green 'CREATE ACCOUNT' button. The right section contains input fields for 'Email address' and 'Password', a green 'LOGIN' button, and a link that reads 'Request your new password'. Two blue arrows originate from the bottom left: one points to the 'Request your new password' link, and the other points to the 'Email address' input field on the right.

2. Using either of these links, they will take you to the page below.



The screenshot shows the 'Request Your New Password' page. At the top, it says 'Enter your registered email address in both fields below:'. There are two input fields: 'Email Address ...' and 'Confirm Email'. Below these is a 'Captcha Code' image showing the text 'm7ro3u'. Under the captcha is a 'Reset' link and a text prompt: '*Please enter the text from the image above'. Below this is an input field for the captcha code. A note states: 'When you click \'Submit\' an email will be send to you with a link to click on.' At the bottom are two buttons: 'CANCEL' and 'SUBMIT'. Three blue arrows originate from the bottom left: one points to the 'Email Address ...' field, another points to the captcha input field, and a third points to the 'Confirm Email' field.

3. Enter your account email address here and here and type the code out as you see it. After you press submit, it will send an email to the email address you have entered with steps to reset.

4. Once you receive the email, it will look like the below.

Hilditch Group Password Reset



office@hilditchgroup.com
To: Madelaine Nicholls

Reply Reply All Forward

Tue 25/07/2023 16:11

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

Dear Maddy,

We received your password reset request. To change your password please click the link below:

[Change Password](#)

Please visit our website for all the latest sale information, alternatively [contact us](#) if you have any questions.

Kind regards,

Hilditch Group Auction Support

Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.



www.hilditchgroup.com

5. By clicking on this link here, it will take you to the page below where you can reset the password.

6. Enter the new chosen password in both fields and press submit. This will reset your password and you should be able to log in now, using your email and new password.