

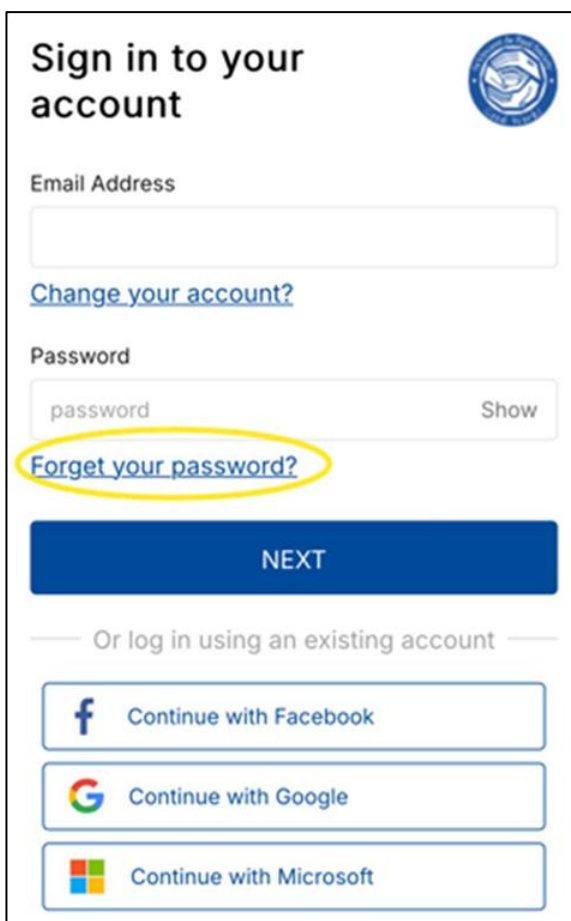
## How to reset your MAVS password

Below are the instructions on how to reset your password.

Please note if you set up your account via any of the Google/ Microsoft/social media account options you cannot reset your password this way. If you forget your password for the social account, you need to reset the password through that platform.

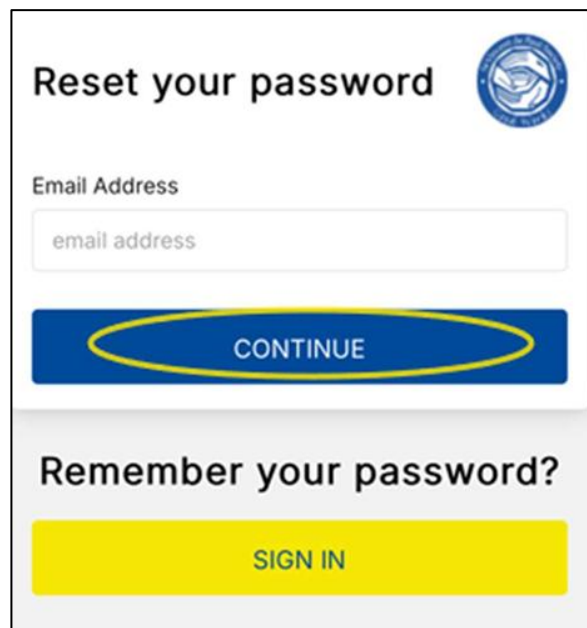
### Resetting your password in MAVS

1. Enter your email and select '**Forget your password?**' (Fig. 1)
2. Enter your email address and select '**Continue**' (Fig. 2)



The form titled "Sign in to your account" features a blue circular logo in the top right corner. It includes an "Email Address" input field, a "Change your account?" link, a "Password" input field with a "Show" toggle, and a "Forget your password?" link circled in yellow. Below these is a blue "NEXT" button. At the bottom, there is a section for logging in with existing accounts, including "Continue with Facebook", "Continue with Google", and "Continue with Microsoft".

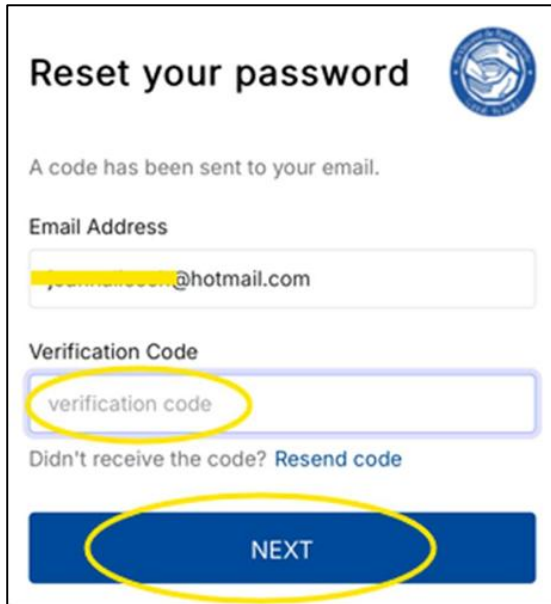
Figure 1



The form titled "Reset your password" features a blue circular logo in the top right corner. It includes an "Email Address" input field with the placeholder text "email address". Below this is a blue "CONTINUE" button circled in yellow. At the bottom, there is a section titled "Remember your password?" with a yellow "SIGN IN" button.

Figure 2

3. This will open the window you can see below – KEEP THIS OPEN. Check your email for the verification code and enter the code in the browser you have kept open and select '**Next**'. (Fig. 3)
4. This will then send a code your phone – enter that code and select '**Next**'. (Fig. 4)



**Reset your password**

A code has been sent to your email.

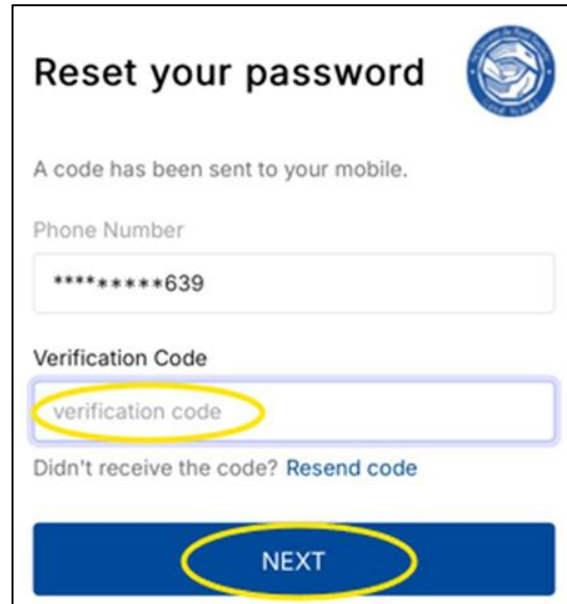
Email Address  
[redacted]@hotmail.com

Verification Code  
[verification code]

Didn't receive the code? [Resend code](#)

**NEXT**

Figure 3



**Reset your password**

A code has been sent to your mobile.

Phone Number  
\*\*\*\*\*639

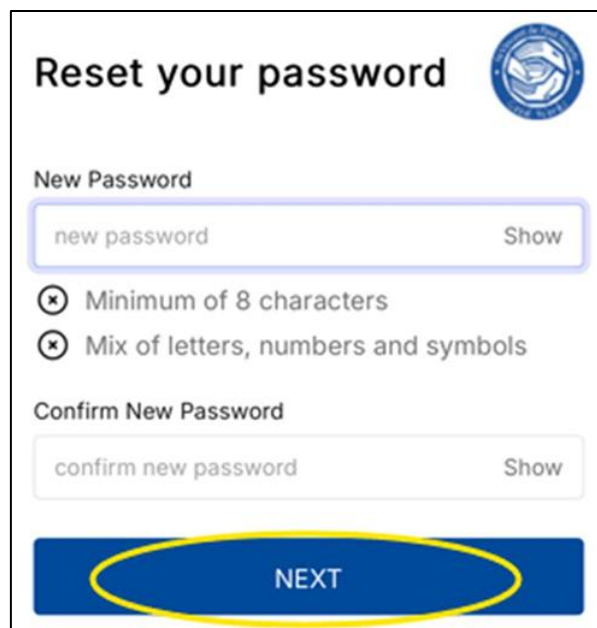
Verification Code  
[verification code]

Didn't receive the code? [Resend code](#)

**NEXT**

Figure 4

5. Create a new password that contains a minimum of 8 characters, a mix of numbers, letters, or symbols. Repeat the password in the second box to confirm. Select '**Next**'. (Fig. 5)



**Reset your password**

New Password  
[new password] Show

☒ Minimum of 8 characters  
☒ Mix of letters, numbers and symbols

Confirm New Password  
[confirm new password] Show

**NEXT**

Figure 5

Your password is now reset 😊