



### Handy tips for logging in to H&R Online

- 1) Security details are case sensitive.
- 2) Use the Caps Lock key to input any uppercase letters and not the Shift key.
- 3) Your user ID is a 5 or 6 digit number provided on the original letter sent to confirm your registration request has been processed. It is not a customer's email address or name.
- 4) To input your security details, log in using your user ID followed by your password, which you will have created when registering. Then, input your memorable information, which you will have also created when registering, and finally the activation code, which can be found on the letter confirming your registration request. If you have reset your password, your activation code will be sent to you via email.
- 5) The following criteria must be met when registering a password:
  - a) The password must be between 8-64 characters long and must contain a mixture of uppercase and lowercase letters, a minimum of one number and a minimum of one special character.
  - b) Memorable information must be between 8-15 characters long and a mixture of uppercase and lowercase letters and numbers is recommended. *Please do not use any special characters.*
- 6) If you have already requested to reset your password and are still having issues, please ensure that your computer has not automatically prefilled the password and memorable information. One way to ensure these fields won't automatically be prefilled with old information is to access [www.handronline.co.uk](http://www.handronline.co.uk) through a new webpage and not through any previous links or saved history. If any fields are automatically prefilled when you attempt to login then please clear your browsing history or delete cookies so that when you visit our login page all fields are initially blank.