Mezzanine Applications

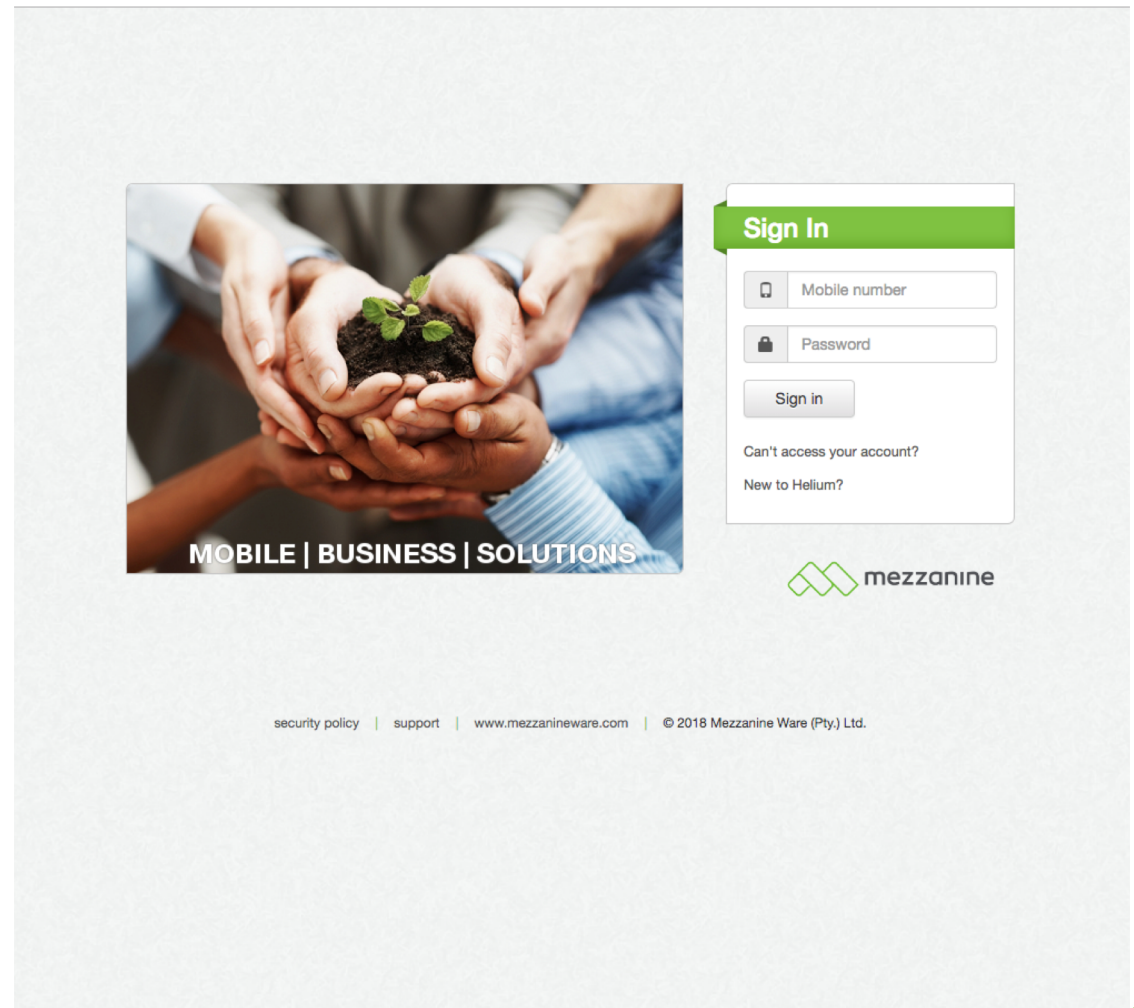## How to reset a password on helium?

mezzanine
creating productive societies

Login Screen

- Login Screen1.Go to the URL as provided during training or obtain from your first line support team should you not remember your URL anymore or visit https://helium.mezzanineware.com/web-client/login1

Can't Access Account

- Click on Can't access your account?
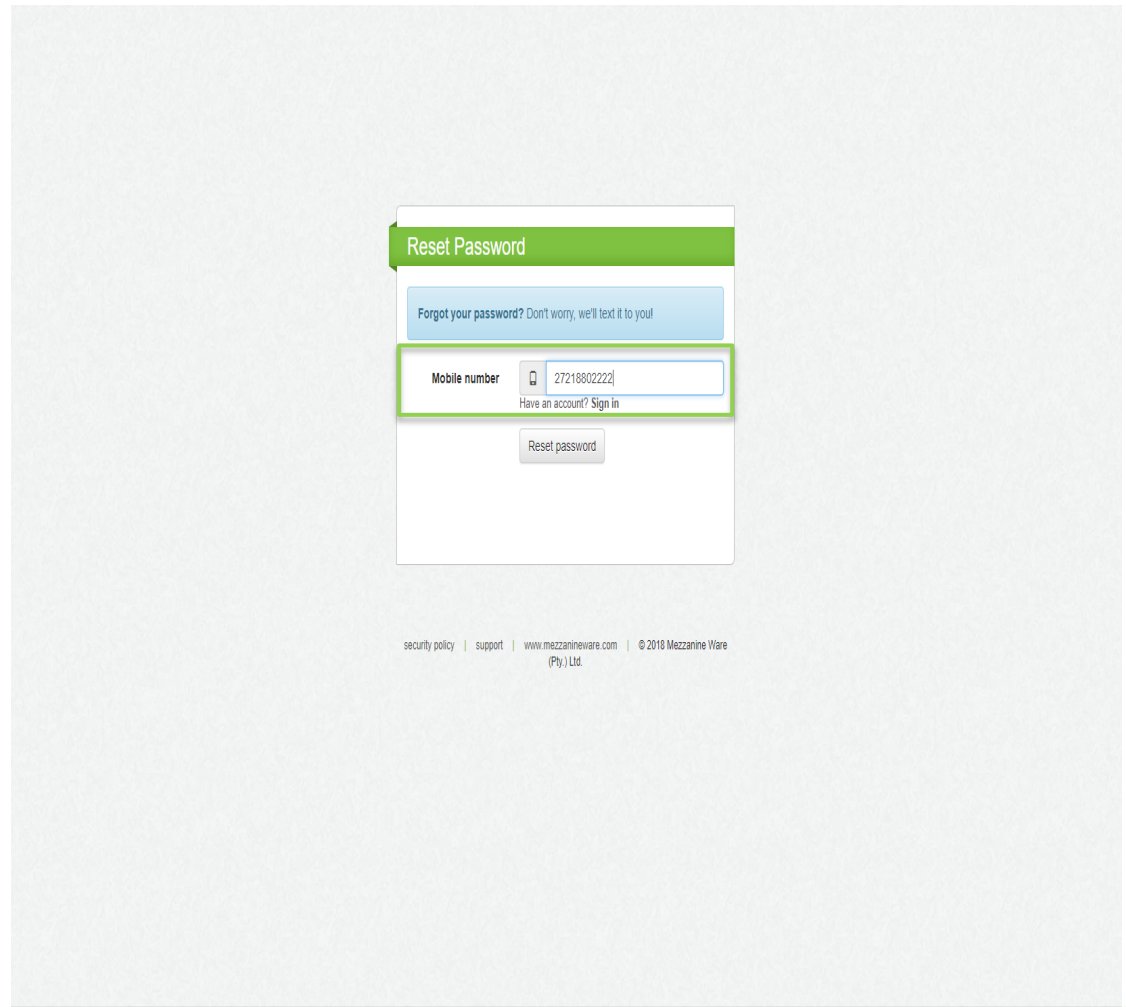
Enter Mobile Number

- Type in your mobile number, starting with your country code e.g. 27.
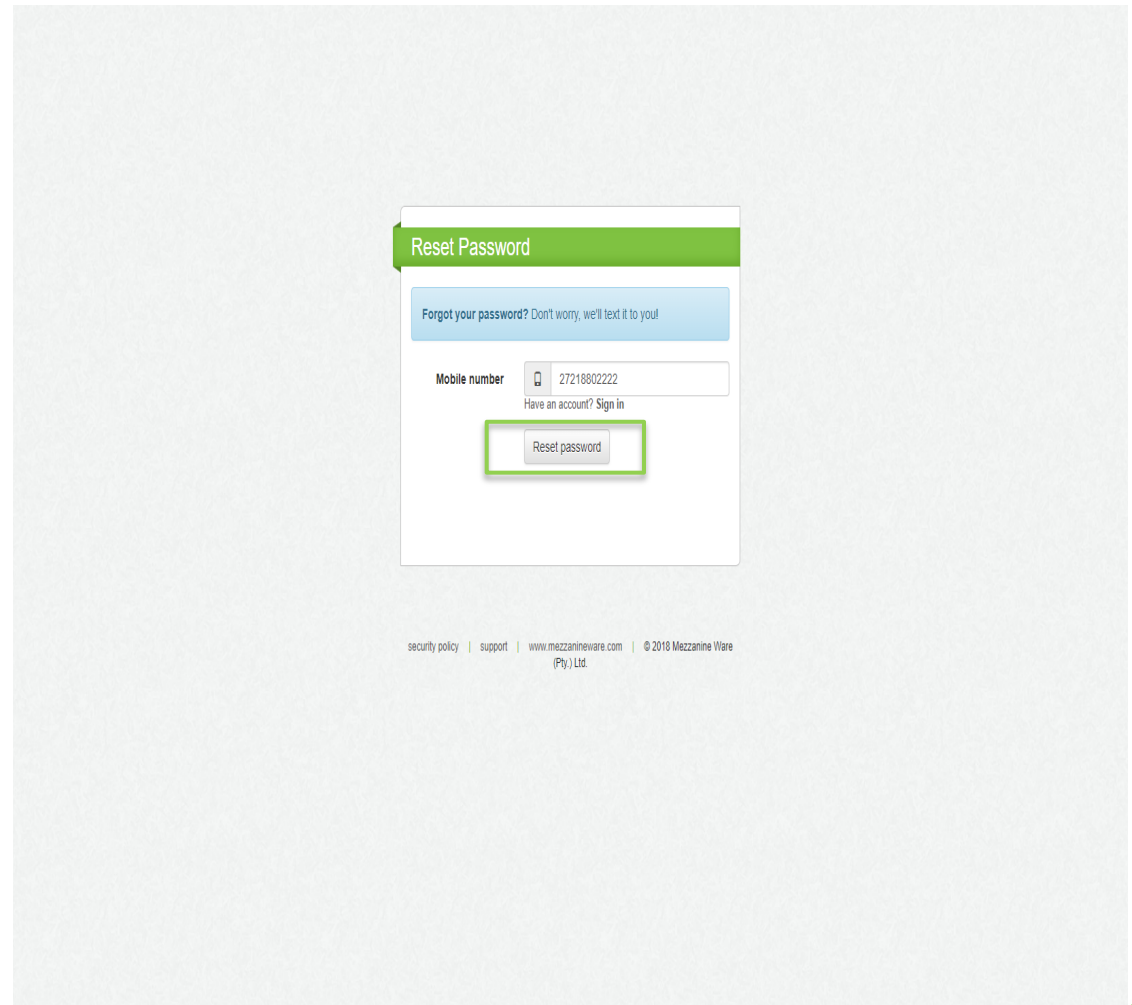
Reset Password

- Click on Reset Password.

Message

- Receive an SMS on your phone with your username and password.

Your Helium password has been reset. Your user name is 27218802222 and your password is

Login Screen

- Go back to the desktop, fill in your mobile number and the new password you have received via SMS.

Sign In

- Click on Sign In.

Change Password

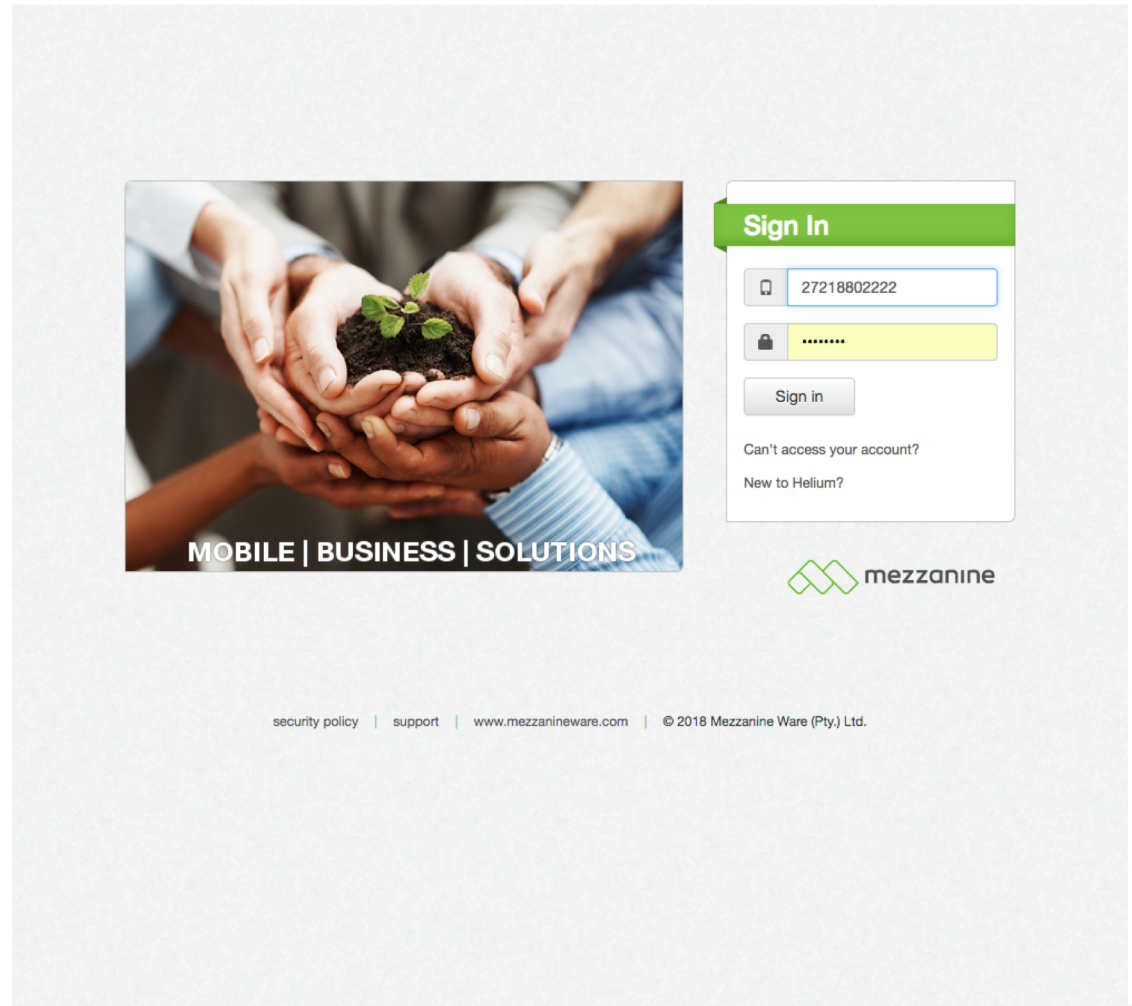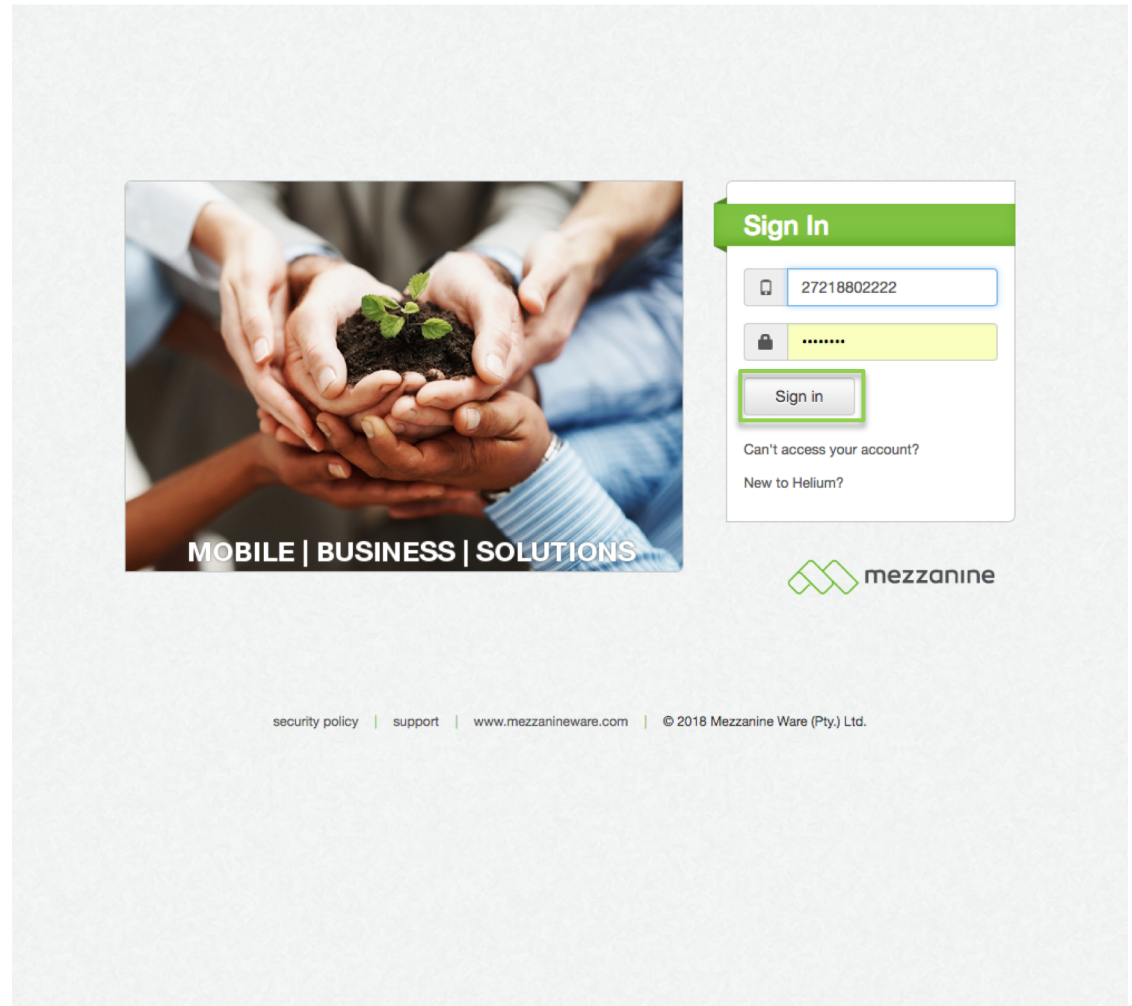- Another screen will automatically open up, where you will have to change your temporary password received via sms to one that will be easier to remember.

Change password

Please select a password that conforms to password policy level 4:

- Minimum of eight characters.
- At least one alphabet and one numeric character.
- At least one lowercase and one uppercase character.
- At least one special character.

New password 🔒 [   ]

Confirm password 🔒 [   ]

Change password   Close

Change Password

- Click on Change Password to finalise this process and continue with your login.

Change password

Please select a password that conforms to password policy level 4:
- Minimum of eight characters.
- At least one alphabet and one numeric character.
- At least one lowercase and one uppercase character.
- At least one special character.

New password 🔒

Confirm password 🔒

Change password   Close