



Mezzanine Applications

How to reset a password on helium?

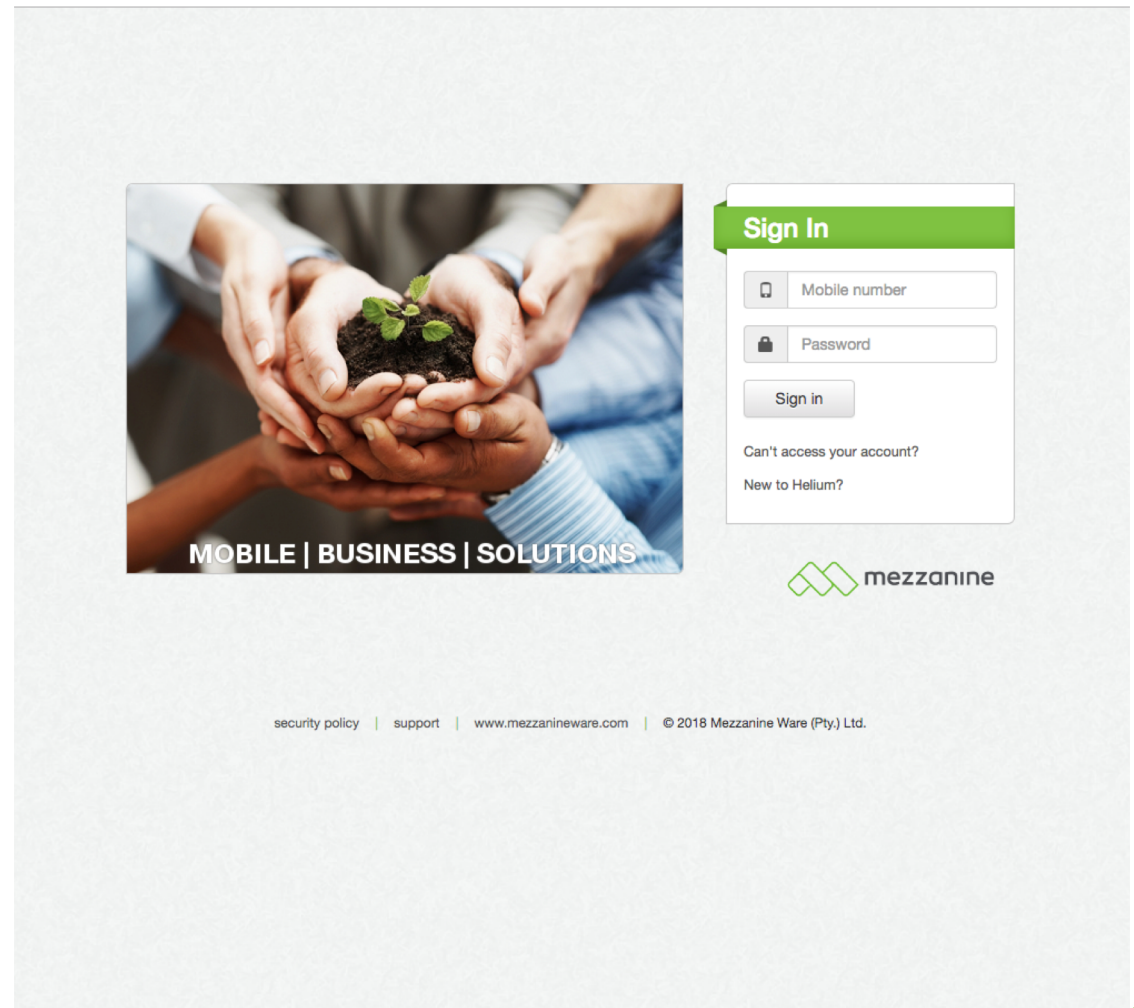


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creating productive societies

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?

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Sign In

Mobile number

Password

Sign in

Can't access your account?
New to Helium?

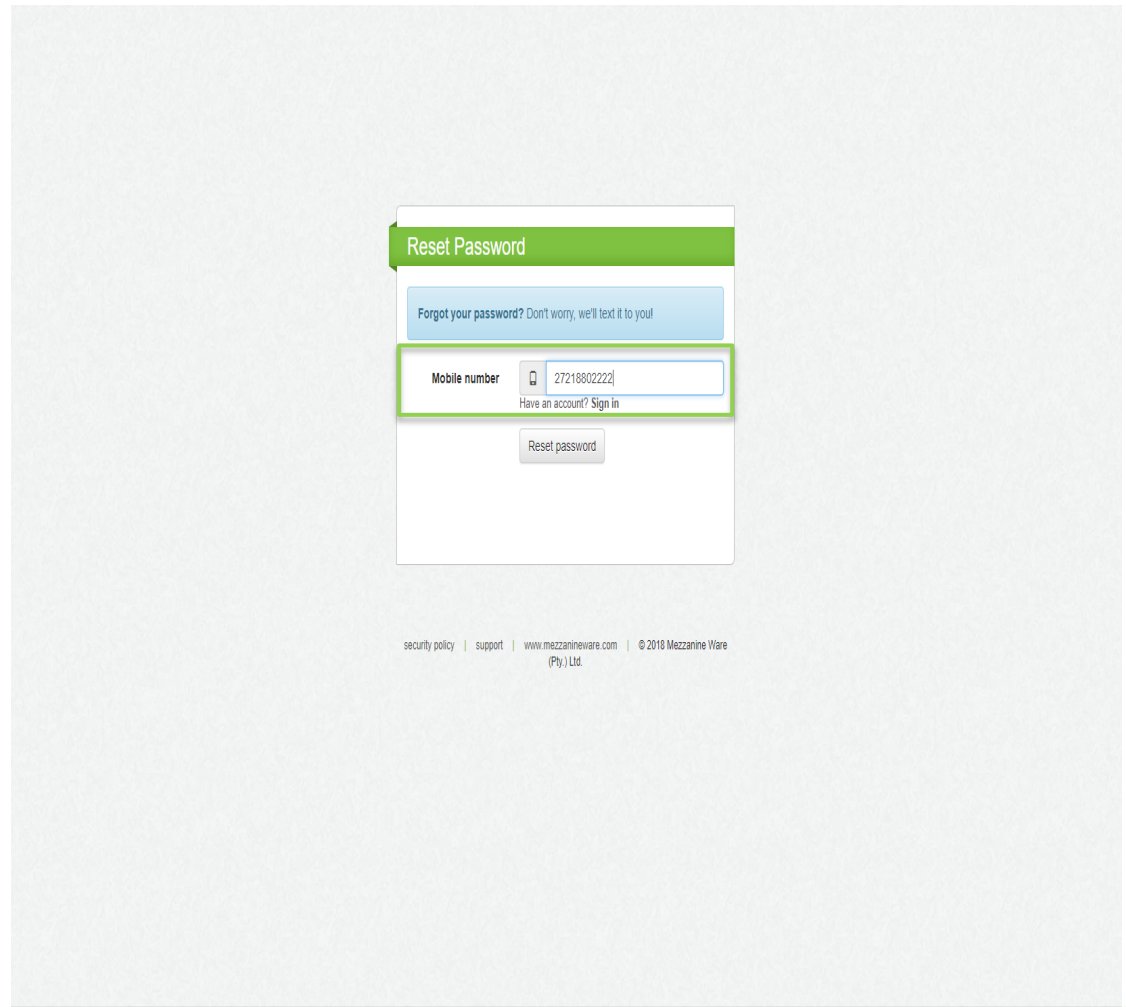
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Enter Mobile Number

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

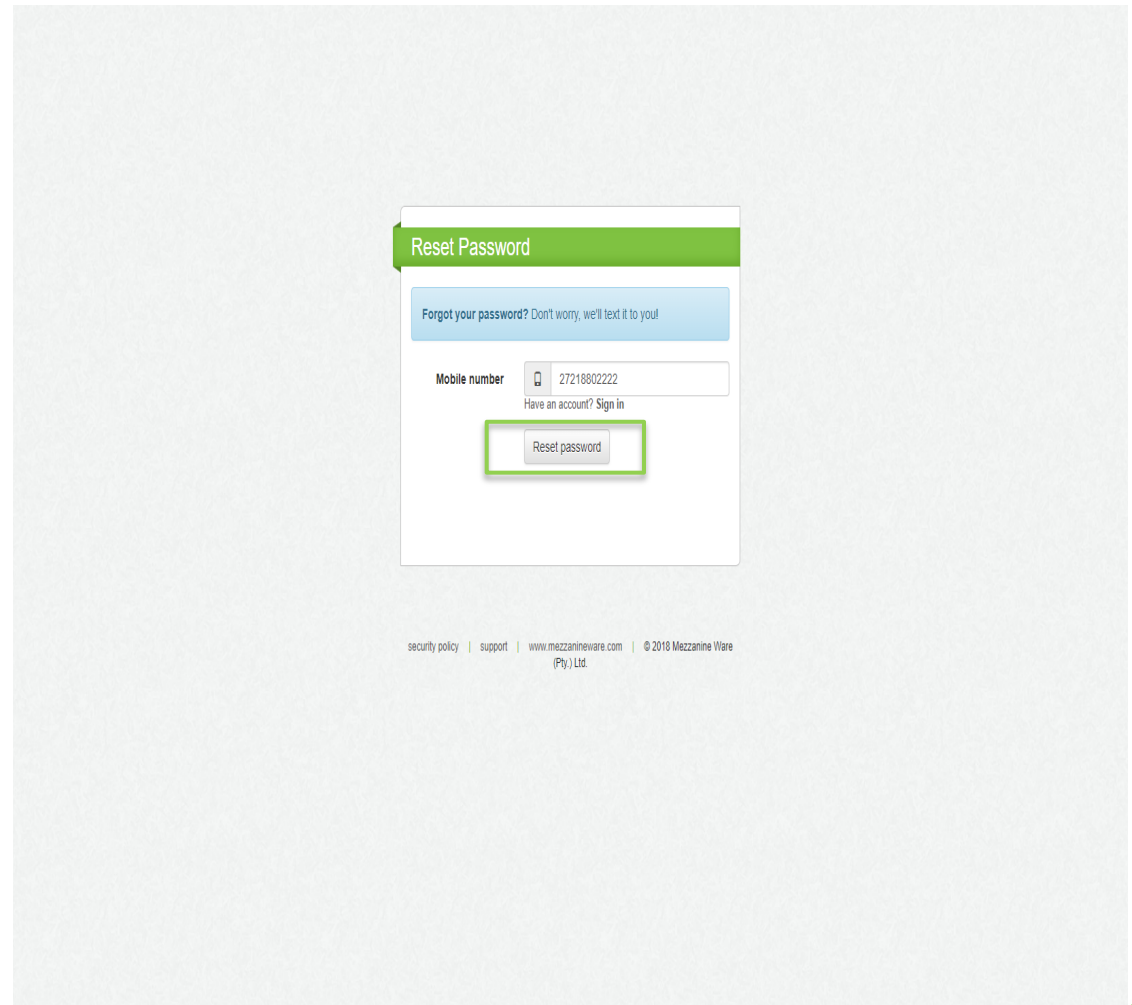


The screenshot shows a 'Reset Password' form. At the top is a green header with the text 'Reset Password'. Below it is a blue box containing the text 'Forgot your password? Don't worry, we'll text it to you!'. The main form area has a 'Mobile number' label next to a text input field containing '27218802222'. Below the input field is a link that says 'Have an account? Sign in'. At the bottom of the form is a 'Reset password' button. The entire form is set against a light gray background.



Reset Password

- Click on Reset Password.



Reset Password

Forgot your password? Don't worry, we'll text it to you!

Mobile number


Have an account? [Sign in](#)

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Message

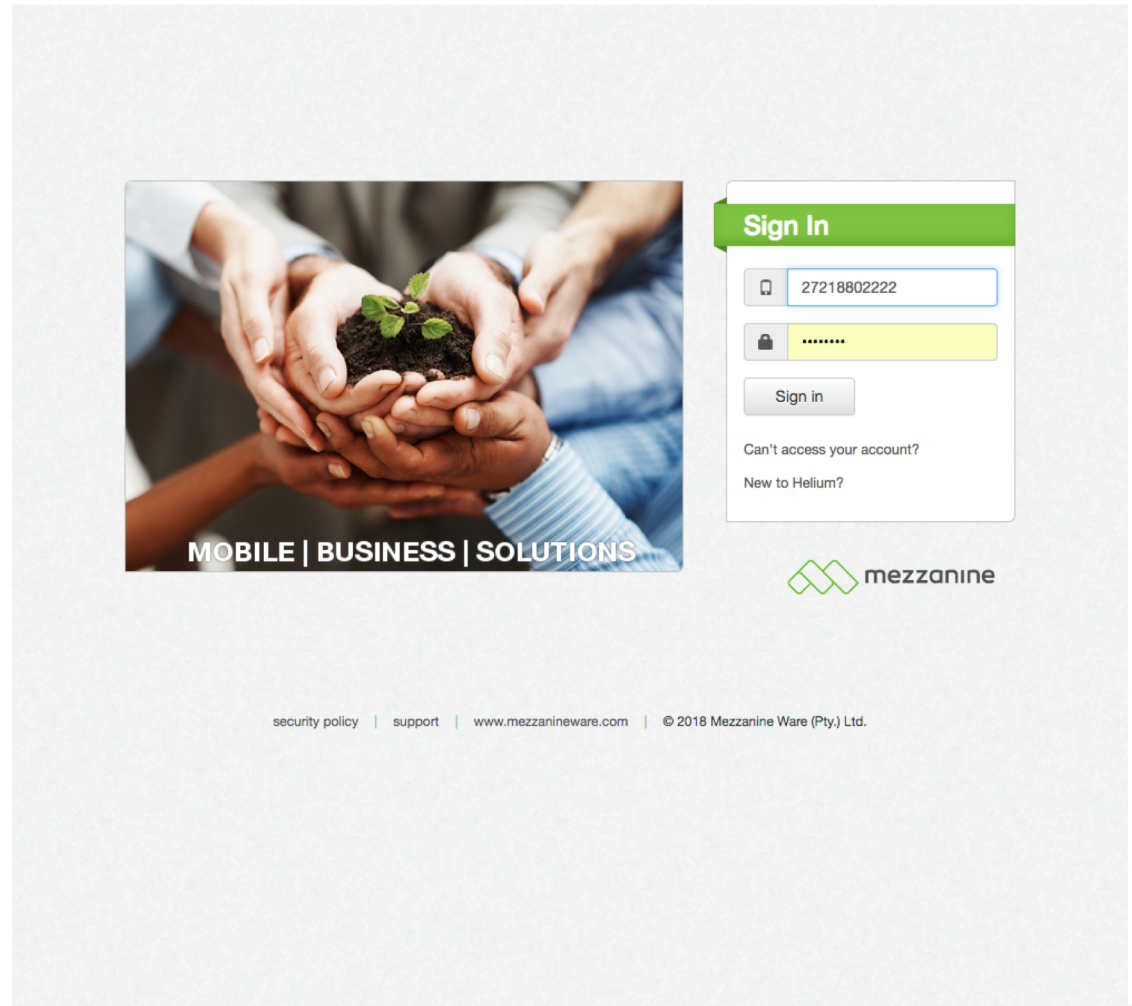
- Receive an SMS on your phone with your username and password.

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



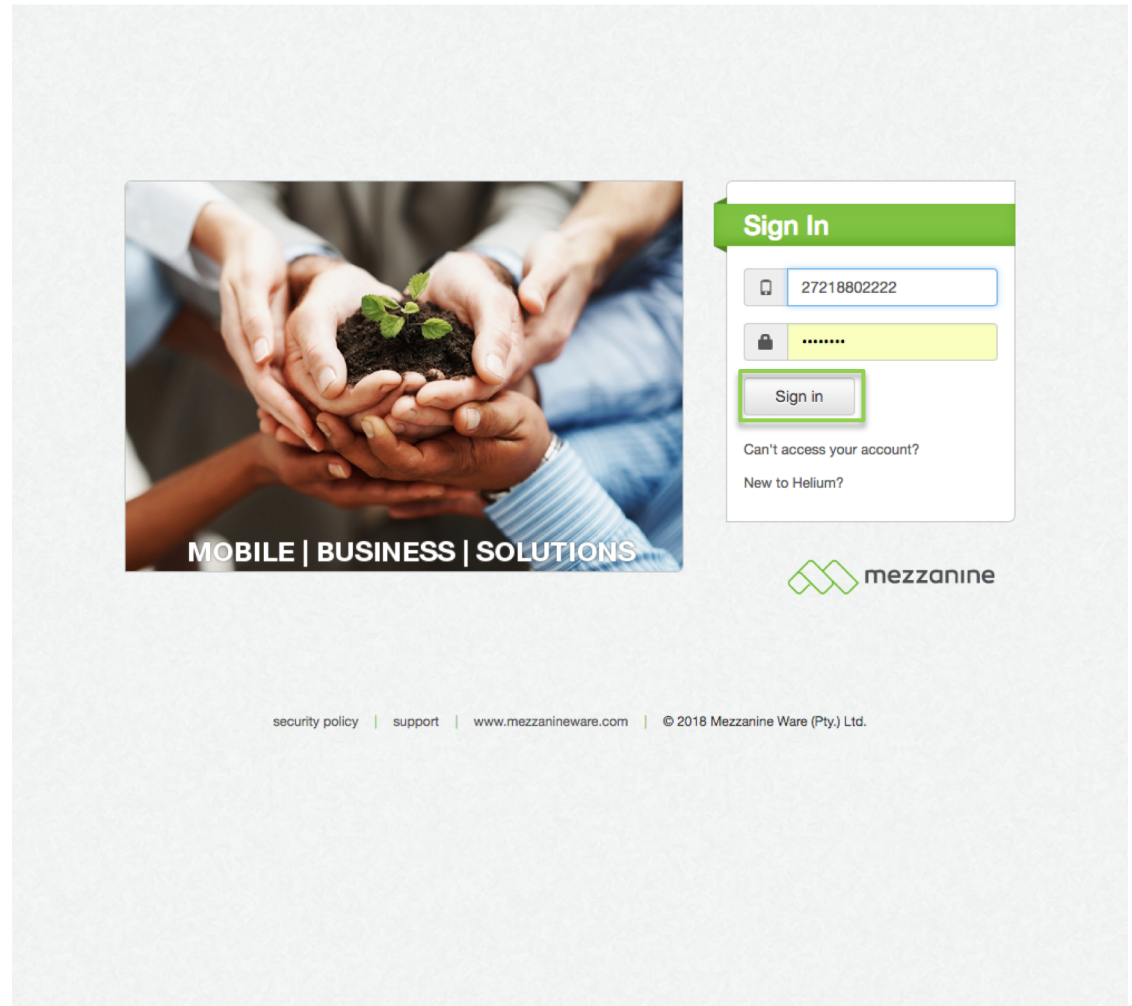
Login Screen

- 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

- 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

