How to reset or change your password

There are two different ways to change your password depending on whether you are already logged in.

Resetting your password when you are not logged in

If you have forgotten your password, it is very easy to reset it and regain access to your Apply4 account.

1. Visit https://app.apply4.com

2. Click on Log in at the top left of the screen.

3. Click on the "forgot your password?" link which is below the password box

4. Write your email into the box and select "send me reset password instructions"

5. You will receive an email from no-reply@apply4.com
   Please check your junk / spam folder if this does not reach your main inbox
   Click on 'change my password'

6. This will open a webpage where you can enter a new password. Passwords must be at least 8 characters long with at least one uppercase, one lowercase and one number.
   If you have not entered your mobile number when using the app previously, you will need to enter a mobile number at this point. This is now a compulsory field so that council administrators are able to contact applicants easily.

7. If you are not able to reset your password following the steps above, please email support@apply4.com with your mobile number and one of the support team can reset your password for you.

Resetting your password when you are already logged in

You may wish to change your password for security purposes or you may need to if a member of support has had to reset it for you.

1. Please visit https://app.apply4.com and this will take you to your applicant dashboard. If you are not yet signed in, you will need to sign in first by pressing 'log in' in the top right

2. In the top right, next to '+ new application' you will see your name. Please click the small downward arrow to the right of your name and select 'settings' from the drop down menu.

3. Here you can change any of your details, including your password. To change your password, you must enter your current password and then your new one below. Passwords must be at least 8 characters long with at least one uppercase, one lowercase and one number. Please also ensure that your mobile number is filled in correctly.