

# Why have I not received a password reset email?

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There could be a few reasons why you have not received a password reset email:

- Have you entered the correct Webline number and username?
- Have you checked your junk folder?
- Your email address may not be within your user details (you should have seen a verify pop-up box when previously logging in) If not, it can be added within Users> Edit your details.
- Your email address may be incorrect. You can check this within Users> View Your Details.  
Change your email address within 'Edit Your Details'

If you are unable to login to check your email address or you have still not received the email, contact our Application Support Team on 0808 164 5463 Option 1 or email [support@synaptic.co.uk](mailto:support@synaptic.co.uk) for further assistance.

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