

# **Online Valuation Service (changing your password)**

## Accessing the Online Valuation Service – password reset

For security reasons when you ask for a password reset, you will be sent a randomly generated code and upon first use, you will be asked to change this to a password of your own choosing comprising a minimum of 8 characters to include one number. It is your responsibility to keep these access details secure and not to divulge them to others. We strongly advise you to change your password regularly by using the facility provided and to ensure that the password you select is sufficiently robust.

Input your Username and the new one-time password provided.

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### Client Login

Username

Password

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Your Account Security is important to us, please keep your password safe and do not disclose it. Only individuals who have a Farley & Thompson account or authorised client web access should proceed from this point. Any unauthorised attempt to access client account information will be monitored and subject to legal action.

If you have forgotten your username or your password please [contact support](#).

You are not currently logged in. If you were previously logged in the system may have timed your session out as a security measure. None of your information has been lost as a result of this procedure.

Once you have logged on using your one-time password, you will be prompted to change this password. Your 'old password' will be the one-time password initially issued.

### Change Password

Your password has expired. For security purposes you must now choose a new password.  
Your new password must be a minimum of 8 characters in length and include at least 1 numeric.

Old Password

New Password

Confirm New Password

If you have any questions in relation to your account please get in touch. If you forget your username or password email us at [webval@farleyandthompson.co.uk](mailto:webval@farleyandthompson.co.uk)