

Having Problems Logging into Your Account at My History?

There are a few security measures with our online system that can sometimes make it difficult for customers to log in to their online account at My History. We are sorry if at first it appears complicated but it does help ensure that your account information remains confidential and prevents others tampering with your login details. Only someone with access to your email should be able to change your password.

One recent update we have made means that the account 'username' is no longer case sensitive but of course the password still is.

Other points to note:

- 1) Your 'username' is your email address.
- 2) Forgotten your password? Click the large red button next to the login button and you will be asked to enter your email address to enable our system to email you with instructions. The email will contain a link to a page where you may reset your password.
- 3) The password reset page looks like this:

The screenshot shows the 'My History' website interface. At the top, there is a red navigation bar with links for HOME, LOGIN, VIEW CART, and CHECKOUT. Below this is a grey header area containing the 'My History' logo, the text 'Specialist in Genealogy Supplies 01302 288722', and a search bar. A horizontal menu below the header lists various services: Archive Storage and Preservation, Printing and Publishing, Recording Your Family History, Researching Your Family History, Offers and Gifts, Beginner Resources, and Latest News. The main content area features a 'Change password' section with two input fields for 'New password: *' and 'Re-enter password: *', and a red 'SUBMIT' button. To the left of this section is a 'TWR Directory Downloads' box, and to the right is an 'Information' box with links to 'Request a Catalogue', 'How to Order & Payments', and 'Are We Exhibiting Near to You?'. Below the 'Change password' section, the word 'Recently' is visible, suggesting a list of recent items or actions.

- 4) BEWARE: For security, the password reset can only be made by you as the recipient of the email. It will also only work on the same device and browser from which you requested the password reset. You must request the password reset email on the same device on which you intend to receive and respond to the email.
- 5) Once you have submitted your new password you will be taken to the login page where you may enter your username and password to login to your account.
- 6) Our system will allow us to email you your username and password provided you have not changed your password in the last few hours. However the email we send to you may contain both your Username and Password. It is highly unlikely that anyone is intercepting

your emails but we do suggest you make a point of changing your password as soon as is practically possible.

- 7) Finally our online account records only holds information such as your name, address and minimal detail about orders you have placed. The system does not store any bank details as all payments are handled directly by our bank.

If after reading the above you are still having trouble logging into your account please email: support@my-history.co.uk with details of where you are getting stuck and we will do what we can to help.

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