# iTrent – Memorable Password

If you forget your memorable password, click "Forgotten Memorable Password" and enter the recovery code that was generated when you set up your memorable password. When entering, please also include the hyphens
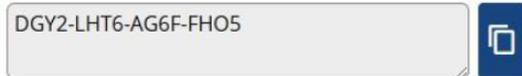

You will then be prompted to create a new memorable password
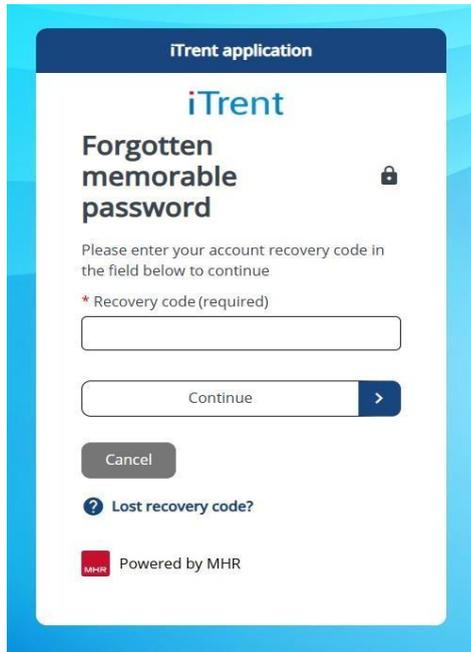
If you cannot find your recovery code, contact the Systems Team at iHounslow.help@hounslow.gov.uk with your username and NI number to request a memorable password reset.

Please note that if your memorable password needs to be reset, your main iTrent password must also be reset. Do not reuse any previous passwords for either reset and do not save the password on your computer.
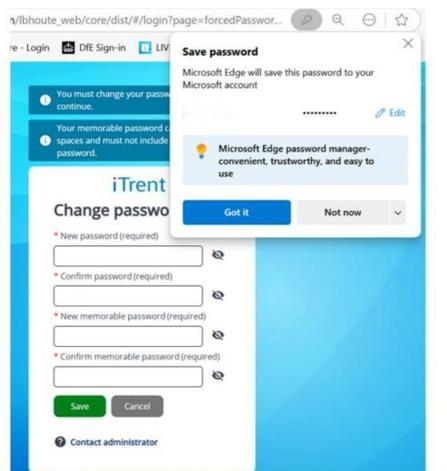
Once you've successfully reset your password, a new recovery code will be issued—make sure to save it, as your previous code will no longer be valid