

How to... Reset a forgotten password

1. Go to www.cbcclosenet.co.uk.
Click [Forgot Password](#).

Close Brothers

CloseNet - Login

Username

Password

Login

[Forgot Password?](#)

2. Input your username and email address associated to your account and click the [Request Password Reset](#) button.

Close Brothers

Request Password Reset

Username

Email

Request Password Reset

3. You will receive a password reset request email from noreply-closenet@closebrothers.com with a link to reset your password.

Click [Reset your password](#).

You recently requested to reset your password for your Close Brothers Invoice Finance account. Use the button below to reset it.

This password reset is only valid for 60 Minutes.

[Reset your password](#)

If you did not request a password reset, please ignore this email or contact your client manager if you have questions.

Thanks,
The Close Brothers Invoice Finance Team

4. If you input an email address which is not associated to your account, you will receive an email at the registered email address

Click [Try again](#) and input the email address associated to your account.

We received a request to reset your password from
However the user details supplied with the request do not match those on our system so we are unable to proceed with the password reset.

If you use Close Brothers Invoice Finance and were expecting this email, consider trying to request the password reset using the email address associated with your account.

[Try again](#)

If you did not request a reset please ignore this email or contact your client manager if you have questions.

Thanks,
The Close Brothers Invoice Finance Team

5. You will be taken to the [Reset Password](#) page
Enter and re-enter a new password and click the [Reset Password](#) button.

Please note:

Passwords must be a **minimum of 10 characters, with at least one upper case, one lower case, one number and one special character.**

We have established an issue with the special character £ when used in passwords. Please avoid using this until further notice.

The screenshot shows the 'Close Brothers' logo at the top left. Below it is the title 'Reset Password'. There are two input fields: 'New Password' and 'Re-Enter Password', both currently empty. A blue 'Reset Password' button is located at the bottom of the form.

If you enter:

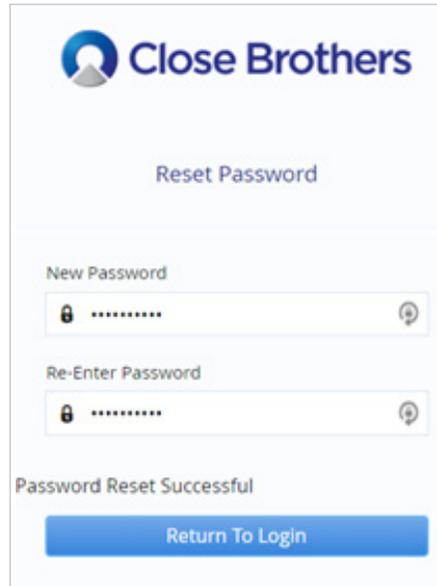
- an invalid combination or a password that does not conform to our password standard or
 - passwords that do not match
- you will receive an error message as shown opposite.
Please re-enter a valid password.

This screenshot shows the 'Reset Password' page with the 'New Password' field containing six dots. The 'Re-Enter Password' field is empty. A red error message 'New Password Is Invalid' is displayed above the 'Return To Login' button.

This screenshot shows the 'Reset Password' page with both the 'New Password' and 'Re-Enter Password' fields containing seven dots. A red error message 'Passwords do not match' is displayed above the 'Reset Password' button.

6. You will then receive a message to let you know your password reset was successful.

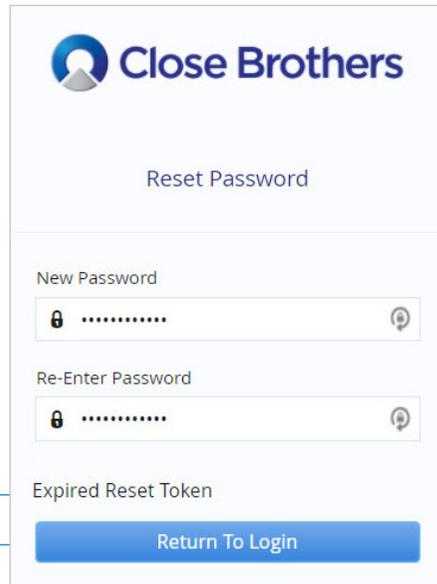
Click [Return to Login](#) to sign in using your new password.



The screenshot shows the 'Close Brothers' logo at the top, followed by the heading 'Reset Password'. Below this are two password input fields: 'New Password' and 'Re-Enter Password', both containing masked characters (dots) and a toggle icon. A message 'Password Reset Successful' is displayed below the fields, and a blue button labeled 'Return To Login' is at the bottom.

The reset password link is valid for 60 minutes only.

If the link has expired, or has already been used, you will see the message [Expired Reset Token](#) when you attempt to change your password.



The screenshot shows the 'Close Brothers' logo and the heading 'Reset Password'. It features the same 'New Password' and 'Re-Enter Password' input fields as the previous screenshot. However, a message 'Expired Reset Token' is displayed below the fields, and the 'Return To Login' button is at the bottom.

Click [Return to Login](#) followed by [Forgot Password?](#) to request a new password reset request email.