

## Support Logging In

### Are you having difficulty logging in to BeSMART.ie?

This guide will help you fix login problems on BeSMART.ie, if you are:

1. New User
2. Existing User

General troubleshooting solutions are also available at the end.

### New Users



To log into BeSMART.ie, new users must **activate** their account. You will only need to do this once.

### How do I activate my account?



To activate your account, click on the link in the activation **email** that was sent to you when you registered.



### ERROR

If you receive an error message when you click on the activation link, try logging in anyway.

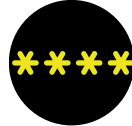
Sometimes there is a delay in the activation process, and this activation may have completed in the background.

## Existing Users



### I did not receive my login code?

For security reasons, we will send a code to your registered email address. This code must be entered to log into your account.



If your code does not come through to your email inbox, check your junk folder, as it might be there.

Codes are only valid for **1 hour**.

### I am still having problems logging in!

Resetting your password could solve this problem.

To reset your password:

1. Select “Forgotten log in details?” on the homepage.
2. Enter the email address registered for your account.
3. Click “Send Reminder”.
4. Open your email account.
5. Open the email from BeSMART.ie.
6. Click the link in the email (Link will only work for 24 hours and can only be clicked once).
7. Choose a new password.



Your password must contain:

- 1 uppercase character,
- 1 lowercase character,
- 1 symbol, and
- be at least 12 characters long.

If you don't receive your password reminder email, check your **junk folder**, it might have ended up there.

## Troubleshooting



### **I received my login code after more than an hour**

In some cases, there may be a delay in receiving the password. If you received your login code after more than an hour, the code is no longer valid. You will need to log in again to request another code.

### **I didn't receive my password reset email**

If you do not receive the password reset email, clear your internet browser cache and cookies and try again. You can do this from your browser's settings.

If this does not work, try using a different internet browser, for example, **switch from Google Chrome to Microsoft Edge.**

### **The “Forgotten log in details?” link isn't working**

Sometimes, when you click the “Forgotten log in details?” link, the pop-up to enter your email address does not appear.

Clear your cookies and cache from your internet browser and try again.

### **My problem still is not fixed**

If these solutions didn't help, please get in touch with our contact centre by emailing **contactus@hsa.ie** or phoning **0818 289 389** (Monday to Friday, 9:00 am to 3:00 pm).

