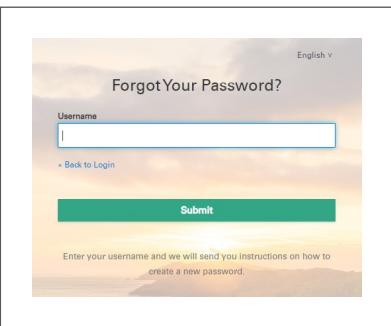


# How to reset your Insight Password

To reset your Insight password — you can reset your password through the AIBMS Insight Website on the link below:

[insight.aibms.com](http://insight.aibms.com)

To reset your password click the **Forgot Password** button, once the forgot password button is clicked you will be prompted to enter your username:



This will send a link to your nominated email account. When you receive the email click on the **Change Password** link. Once selected, please follow the instructions on screen to reset your password. When resetting your password you cannot reuse previous passwords. Your new password must contain at least one of each of the following:

- A capital letter
- A number
- A special character (such as @ or !)

**Example:** Winter!34 or Summer!65

If you have completed the steps above and insight is not recognising your new password you may need to clear your browsing history.

To do this:

- Open Google Chrome
- Click on the three dots near the **x** button



- Click on history
- Click **Clear browsing data** — you can either click the **Clear browsing data** button or or **CTRL & H**



- You then need to select a time range. Please choose **All time** as this ensures it clears all attempts you made to logon to Insight



- Once your history has been cleared you need to log on to Insight. The best link to use is: [insight.aibms.com](http://insight.aibms.com)

If you are still unable to complete the resetting of your password, you can call our support desk on:

**ROI 0818 021 062**

**NI 0371 200 1437**

**UK 0371 200 1436**



**Merchant Services**