



# Princes Hall

Theatre • Aldershot

www.princeshall.com • Box Office 01252 329155

## RESETTING YOUR ONLINE ACCOUNT PASSWORD

On the Account Page <https://www.princeshall.com/account> click the 'Forgotten password – reset here' link. Enter your email address and you'll be sent an email with a link.

Princes Hall Theatre • Aldershot

Log in | £ 0.00

Become a Friend > Call the box office: 01252 329155

HOME WHAT'S ON VISITING US VENUE HIRE ABOUT US CONTACT US

### Login

Email address:  (required)

Password:  (required)

Login

Log in or register an account using Facebook

Log In

New Customer? Register now

Forgotten your password? Reset here

## 1. RESETTING VIA THE LINK

Click the link in the email, this will open the basket page (and will most likely say your basket is empty). At the top of this screen click the 'Log In' link

Princes Hall Theatre • Aldershot

Log in | £ 0.00

Become a Friend > Call the box office: 01252 329155

HOME WHAT'S ON VISITING US VENUE HIRE ABOUT US CONTACT US

Empty basket.

Please add items to your basket before continuing with the checkout

### **Note for 'Safari' users**

*Due to the way that Safari can interact with our online booking system, we have had reports of issues of being unable to re-set passwords and getting stuck in a loop.*

***Please open the link received on the rest email in a Private Safari window to avoid this issue.***



# Princes Hall

Theatre • Aldershot

[www.princeshall.com](http://www.princeshall.com) • Box Office 01252 329155

A new page will open, where you can add in your new password....

The screenshot shows the Princes Hall Theatre website header with navigation links: HOME, WHAT'S ON, VISITING US, VENUE HIRE, ABOUT US, CONTACT US. Below the header is the 'Set your Password' form with two input fields for 'New Password' and 'Confirm New Password', both marked as required. A note states: '(required) Passwords should be between 6 and 20 characters long.' A red 'Change Password' button is located below the form.

## 1. RESETTING VIA THE TEMPORARY PASSWORD

Copy the temporary password from the email and return to the original 'forgotten password' page on your browser, paste the temporary password into the box and click 'continue to reset password'.

The screenshot shows the 'Forgotten Password' page on the Princes Hall website. It includes a message: 'An email has been sent to the address you provided to allow you to change your password. Click [here](#) to log in.' Below this, there is a section for 'Temporary Password' with a red-bordered input field. A red 'Continue to Reset Password' button is positioned below the input field.

A new page will open, where you can add in your new password....

This screenshot is identical to the one above, showing the 'Set your Password' form on the Princes Hall website with the 'Change Password' button.