

## How to reset password on Nest

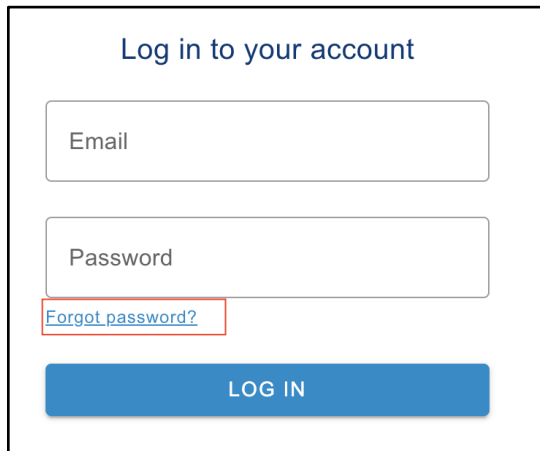
**Premise:** You've received an email from Nest with a temporary password/have lost your password/can't access your Nest account with your email.

If at any point you experience issues > contact [marketing@bluebirdcare.co.uk](mailto:marketing@bluebirdcare.co.uk).

**Please note:** The password reset includes a code that expires in 10 minutes from being generated, so make sure you have enough time to do the entire reset process in one go.

1. Go here: <https://nest.bluebirdcare.co.uk/>

2. Click on **Forgot Password?**



Log in to your account

Email

Password

[Forgot password?](#)

LOG IN

3. You will get a field to add your email in:

- Add the email your Nest account is under
- Click on **Send Reset Code**

**Forgot Password?**

Enter your email and we will send you a password reset code.

Email

Add your email address here

**SEND RESET CODE**

4. **Check your email immediately:** You should've gotten an email from "do-not-reply@invotra.com" that contains a 6-digit reset code:

- This code is only active for 10 minutes so you'll need to enter it on Nest within that time
- This code is NOT your new password > you'll set it later.

5. Go back to the Nest login screen, you'll have the below view:

- Insert your numeric code into the field
- Click **Reset Password**

**Password Reset Code**

Enter the 6-digit code we sent by email. The code expires in 10 minutes.

[Did not receive code?](#)

**RESET PASSWORD**

6. You'll get the below screen:

- Insert your new chosen password in both of the fields and click **Go To Log In.**

### Reset Password

Your password reset code was correct, now enter your new password.

New password

Confirm new password


Your password must contain at least:

- 10 characters
- 1 lowercase letter
- 1 uppercase letter
- 1 digit

GO TO LOG IN

7. You should now get the below screen confirming that your password change has been successful:

- You can now enter your **new** password and log in.

 Your password reset was successful!

### Log in to your account

Email

anna-marijappinen@bluebirdcare.co.uk

Password

••••••••

[Forgot password?](#)

LOG IN