How to recover a mislaid Race Result password

Synopsis: You already have a [5 digit] Race Result Id, but have lost or forgotten your password.
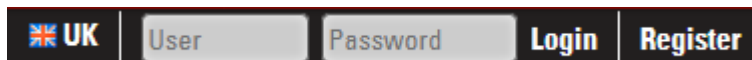
This document describes how you can recover your Race Result password online.

Pre-requisites:

1. *You require a PC/Mac with access to the internet.*

2. *You need to know your 5-digit Id. If you have not already done so, please notify Manx Timing Solutions by sending an email to info@manxtimingsolutions.com and we will advise you of your account Id by checking access to a previous event.*

3. *You need to know the email address that was specified when the Race Result account was set up. This will be used to verify that you are indeed the owner of the account and your password will also be emailed to this address.*

4. *If you DO NOT have access to the email account which was originally used to setup your Race Result account, you will not be able to recover the password and will have to setup a brand new Race Result account instead!*

Navigate to the Race Result Events Page

1. From a PC, Laptop or Tablet browser, navigate to Race Result: http://www.raceresult.com
2. At the top RHS you will see the login option. E.g.

3. For the "User" type in your 5-digit Id. Leave the "Password" blank.
4. The following screen will appear:

5. Enter the email address that was specified when you originally created the Race Result account.
6. Click on the "Send Password…" button – your password will now sent via email.
7. Check your email in-box and follow any instructions.
8. You should now be able to login using your Race Result user Id and password.
   General advice on keeping passwords safe
1. You should change your passwords regularly and not use a password that may be easily guessed by a third party. The best passwords contain a mix of uppercase, lowercase, numbers, special characters and use memory triggers that would only be known to yourself. E.g. M0nk3yWr3nch47$ Also, do not use passwords that are used to access other websites. I.e. use a different password for every online account.
2. If you can't remember all your passwords, write them down on paper and keep the document in a safe place.
3. Don't keep passwords on your computer (e.g. in a spreadsheet) unless a) The spreadsheet is encrypted and b) the passwords are not stored in complete form. E.g. part of the password is known only to you.