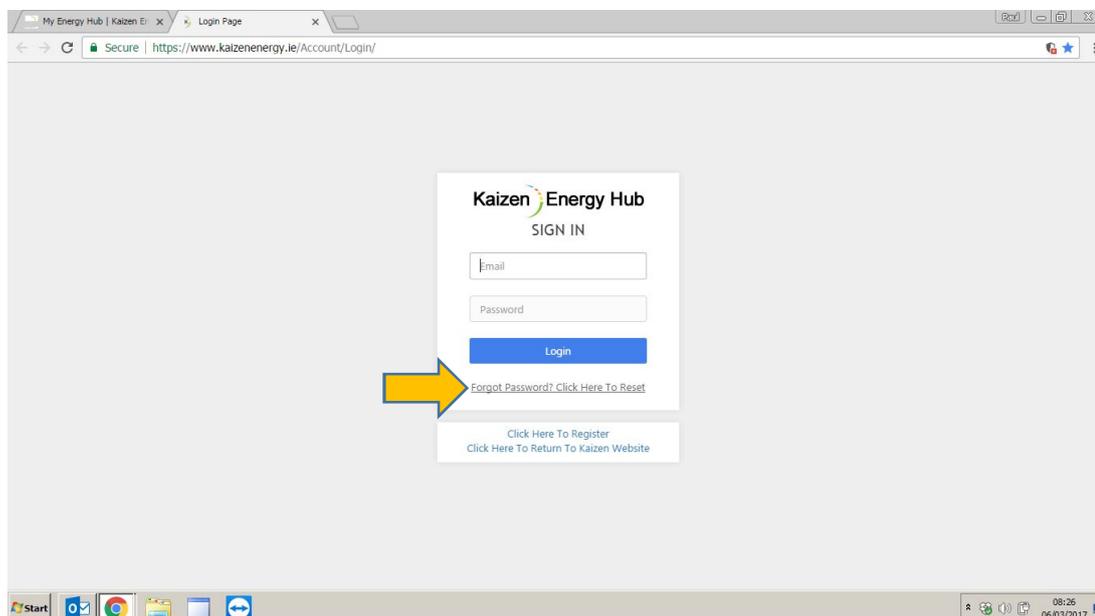
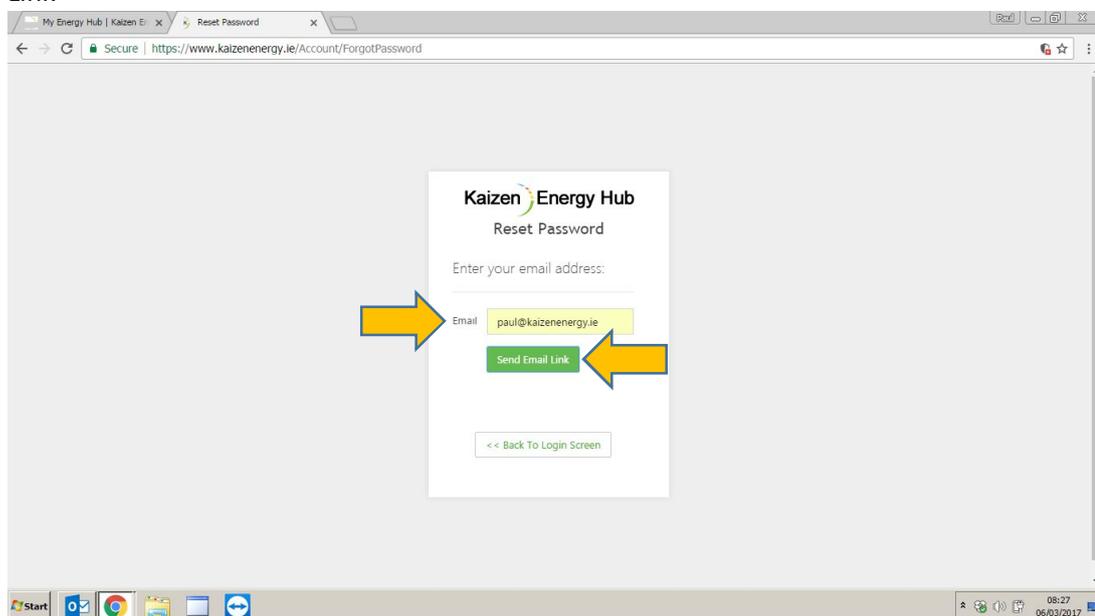


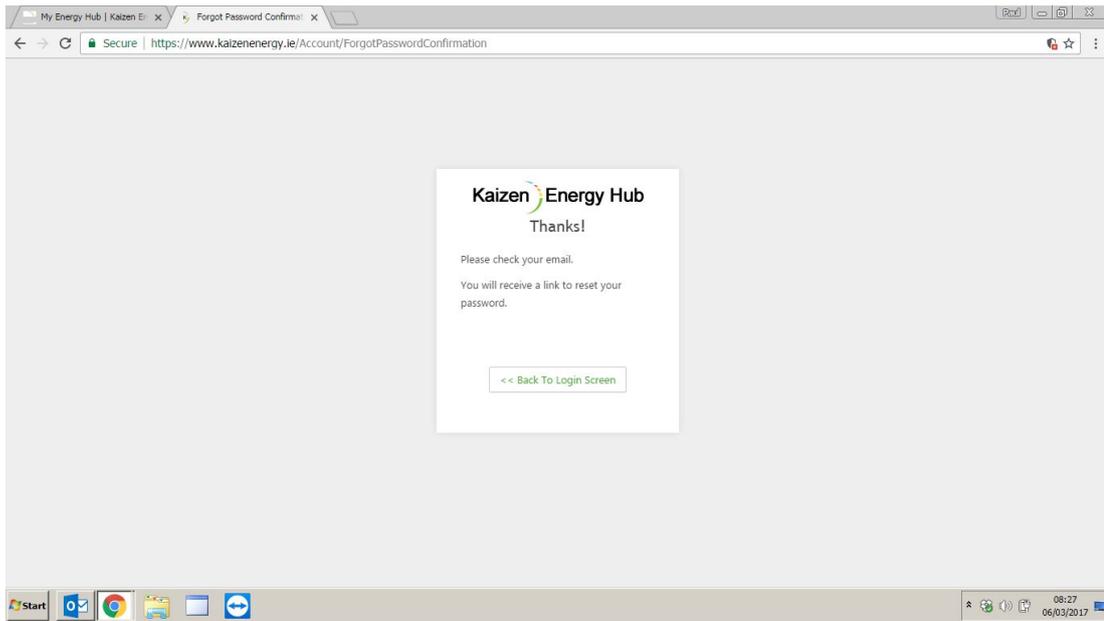
# How to change your password for My Energy Hub

1. Go to the My Energy Hub login page <https://www.kaizenenergy.ie/Account/Login/> and click on the link “Forgot Password? Click Her To Reset”



2. Enter your email address that you registered with for My Energy Hub and click “Send Email Link”





3. Open your mailbox, you should have an email from [codecolonycore@gmail.com](mailto:codecolonycore@gmail.com) with the subject "Forgot Password Link" like the email below. If not, check your mailbox spam or junk folder in case it was placed in there. Click on the "change password" link in the email.

**From:** Kaizen Billing [mailto:codecolonycore@gmail.com]  
**Sent:** 06 March 2017 08:28  
**To:** Paul O'Hannigan <paul@kaizenenergy.ie>  
**Subject:** Forgot Password Link

Hello Paul,

You recently requested to reset your password.

To enter a new password, click on the link : [change password](#) 

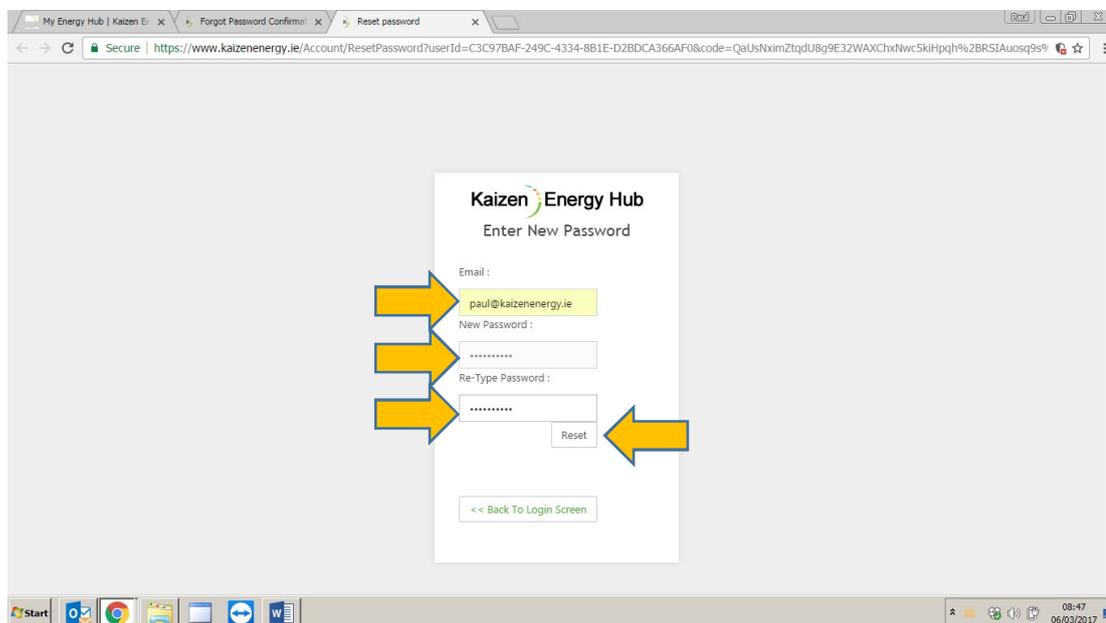
Note that the link will expire on 3/6/2017 at 9:42 AM (UTC Timezone).

If you did not request a password reminder, please log a ticket at [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie).

Please do not reply to this email.

Code Colony Team

4. Enter your email address that you registered with for My Energy Hub and a new password word; the new password must have at least 6 characters and include at least: 1 lower case letter, 1 uppercase letter and 1 number between 0-9. Re-type the password and click “Reset”.



5. When you have successfully updated you password, you will get a confirmation email from [codecolonycore@gmail.com](mailto:codecolonycore@gmail.com) with the subject “Reset Password Confirmation” to your mailbox similar to the email below.

**From:** Kaizen Billing [mailto:codecolonycore@gmail.com]  
**Sent:** 06 March 2017 08:55  
**To:** Paul O'Hannigan <paul@kaizenenergy.ie>  
**Subject:** Reset Password Confirmation

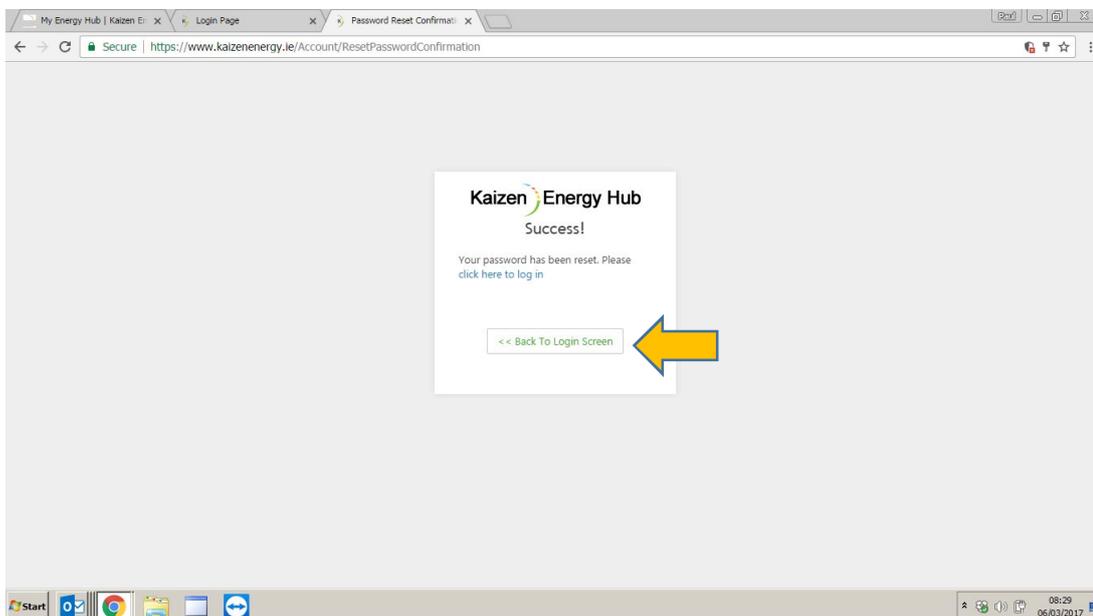
Hello Paul,

This is to confirm that we have successfully reset your password on as requested.

If you have not requested your password to be changed, please log a ticket at [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie) .  
Please do not reply to this email.

Code Colony Team

- When you have successfully updated your password, click on the “Back to Login Screen” link and enter your



- Enter your email address and your new password and click “Login”

